

Injury Management



Couple of takeaways

- The Hydro Tasmania group is committed to the early rehabilitation and injury management.
- Any work-related injury or illness, no matter how minor, must be reported as soon as possible to your immediate **Line Manager/ Supervisor**, or the **Injury Management & Wellbeing Partner**.
- Non-work-related injury or illness which might impact your ability to perform your usual work, must also be reported.
- Hydro Tasmania group does not cover medical expenses related to non-work-related injuries and illness; however, discretion may be applied in exceptional circumstances where it benefits both employee and employer, in line with consent and medical advice.
- An injury or illness may require first aid or medical treatment and participation in a return-to-work plan.



What is this procedure for?

This procedure describes how Hydro Tasmania group manages and supports work-related and non-work-related injuries and illnesses.

The Hydro Tasmania group is committed to ensuring that all employees, contractors, and others who suffer a workplace injury or illness are supported, feel valued and can recover and return to pre-injury wellbeing and duties. This procedure describes the roles and responsibilities of all Hydro Tasmania group employees to ensure they understand their obligations and legislative requirements regarding workplace injuries and illness.

A workplace injury or illness may include physical and/or psychological impact. Either way, the same injury management process will be

followed in consultation with the **Injured Employee's medical practitioner/ General Practitioner (GP)** or another relevant **Treating Practitioner**.

Hydro Tasmania group has dedicated resources and trained staff to support the management of work-related injuries and illnesses, as well as non-work-related injuries and illness, where they could impact on work. Where possible, employees will be supported to return to work sooner, including in a modified capacity, to help keep them connected to the team and provide them with a sense of purpose to help aid their recovery.

Work health and safety legislative requirements and regulations differ across Australian states and territories. The applicable legislative requirements and regulations will depend on which state or territory the **Injured Employee** is located in. The notification and management of incidents, near misses and hazards is handled in accordance with the Workplace Health and Safety Incident Management Procedure, and the relevant state legislation.



What happens when an employee is injured or becomes ill?

As soon as possible following a workplace injury or illness the **Injured Employee** will:

- As far as practicable, protect the immediate safety of self and others and site security as per the Incident Management Procedure.
- If required, seek first aid or medical advice/emergency services.
- Notify the immediate **Line Manager/Supervisor/Injury Management & Wellbeing Partner** about the injury or illness.

Injury Management

- If urgent medical attention is not required, make an appointment with a Hydro preferred **GP/Treating Practitioner** or your own preferred **GP/Treating Practitioner** as soon as you are able to.
- Ensure that the injury/illness is recorded in SAP in accordance with the Incident Management Procedure.
- Be requested to sign a consent form for your medical information in relation to the workplace injury or illness to be shared with Hydro Tasmania group by the relevant **GP/Treating Practitioner**. This is to ensure appropriate support can be provided to them in line with the medical advice. This applies to any work-related-injury/illness and some non-work-related events where relevant (if impacting your ability to work).
 - To facilitate this request to provide medical information regarding the injury/illness, the “Letter to Primary Treating Practitioner”, which contains a consent form, can be presented to the **GP/Treating Practitioner** to complete, and then hand back to you.
 - This letter can be found on the WHS SharePoint and helps Hydro Tasmania group understand the nature, extent, impact, and treatment of the injury/illness better.
 - If a Workers Compensation (WC) medical certificate is issued by the **GP**, the **Injured Employee** does not have to present this letter, as the WC certificate contains the same and more information as well as a consent form.
- If the **Injured Employee** believes their injury/illness is work related:
 - If able to, report the event as soon as possible.
 - A notice of right to claim will be issued to the **Injured Employee**
 - A WC medical certificate is required from the **GP**.
 - A WC claim can be lodged once the WC certificate is received.
- A WC claim form can be obtained from the **Injury Management & Wellbeing Partner**, and they will lodge the claim with our insurers for the **Injured Employee** to be eligible for financial support for medical and other expenses.
 - If the **Injured Employee** chooses not to make a WC claim in relation to a work-related injury/illness, it is important to be aware that medical and other expenses will not be paid for or reimbursed by Hydro Tasmania group or its insurer. The exception to this is that Hydro Tasmania group will agree to cover the reasonable costs associated with the initial consultation with a **GP/Medical practitioner** (including scans and initial medications) to enable you to obtain prompt medical advice and assistance at the time of the injury/illness.
 - In most cases, and specifically where the initial WC medical certificate indicates future or subsequent treatment and therapies will be required, a WC claim is to be lodged.
- If the **Injured Employee** consents, then it is encouraged that a **Line Manager/delegate** attends the **GP** appointment (the last 5mins only) to show support and to indicate to the **GP** that Hydro Tasmania group does offer modified work options to injured employees.
- It is in the best interest of the **Injured Employee** to follow the medical certificate advice as stated by the **GP/Medical Practitioner**.
- For WC claims, provide relevant information (such as the medical certificate) to your **Line Manager/Supervisor** and **Injury Management & Wellbeing Partner** in a timely manner.
- If required, actively participate in an Injury Management Plan which will be developed by Hydro Tasmania group’s Workplace Rehabilitation provider.

Injury Management

- Actively participate in alternative suitable duties and return to work programs where required and as determined by the medical certificate.



What is the role of the Supervisor/Line Manager?

Managers/Supervisors are integral in supporting the Injured Employee and keeping them informed and connected throughout the injury management process. Over and above this core role, they will:

- Ensure that the **Injured Employee** receives appropriate care, medical attention, and if required preserve the scene in line with the WHS Incident Management Procedure.
- For severe injuries where a Next of Kin or Emergency Contact needs to be contacted on behalf of the **Injured Employee**, relevant information can be found in Employee Central under the worker profile.
- Notify the **Injury Management & Wellbeing Partner** as soon as possible and provide regular updates.
- If a contractor is injured or becomes ill in the workplace, then the responsible **Line Manager/Supervisor** must notify the contracting company.

Note: the contracting company is responsible for managing their employee's injury or illness in accordance with their procedures. Hydro Tasmania group must also participate in the contractor's return to work plan, where required.

- Ensure you or a nominated person accompany the **Injured Employee** to seek medical treatment, maintaining the injured employee's privacy rights.
- Ensure that work-related injury/illness is recorded and managed in SAP in accordance with the WHS Incident Management Procedure.

- For work-related events, support the **Injured Employee** (if required) to complete a WC claim form (as received from the **Injury Management & Wellbeing Partner**) if they wish to submit a claim. This will allow them to claim for medical costs and expenses related to the event.
 - Ensure employee wellbeing comes first before the WC claim is discussed, by escalating and approving necessary costs associated with overseas travel related emergency treatment, in line with Hydro Safe Travel Procedure and the delegations manual. The **Head of WHS** can be consulted if required.
- If required, after receiving the WC Certificate from the **GP**, assist the **Injury Management & Wellbeing Partner** with completing a Return-to-work (RTW) plan.
- Support and enable the **Injured Employee** to act in accordance with the medical advice through regular check-ins.



What is the role of the Injury Management & Wellbeing Partner?

The **Injury Management & Wellbeing Partner**, who is responsible for return-to-work coordination and injury management, will:

- For work-related injury or illness events, provide the **Injured Employee** with the following documents within the stipulated timeframes (indicated):
 - Notice of right to make WC claim (*within 14 days of being notified of injury - only to Tasmanian employees. For employees outside of Tasmania, follow applicable state or territory laws regarding WC claims*).
 - Hydro's letter to GP (*if possible, prior to 1st GP visit*).
 - WC Claim form (*following employee being notified of their right to claim*).

Injury Management

- Ensure communication is conducted and maintained with all stakeholders (internal and external) and in a timely manner.
- Provide general guidance and support to the **Injured Employee** regarding the workers compensation claim process for work-related injury/illness, and the process for non-work-related injury/illness.
- Lead the completion of regulatory reporting and documentation requirements such as:
 - the Notice of right to make a WC Claim (*Tasmania only*).
 - Workers Compensation Claim Form.
 - Return to work plan, if required.
- Provide support and collaborate with **Injured Employee / Line Manager / Supervisor / HR Rep** on any matters concerning the workplace injury or illness. E.g., Return-to-work, substantive duties, alternative duties, payment of wages, medical expenses etc.



What is the role of the Human Resources Representative (HR Rep)?

The HR Rep where relevant will:

- Provide any required support and assistance to the **Injury Management & Wellbeing Partner** and **Line Manager/Supervisor** regarding workplace modifications, suitable alternative duties and the RTW plan.
- Provide any information relating to the **Injured Employee's** employment and work conditions where required for the WC claim (position description, redeployment opportunities etc).
- Be involved in regular check-ins with the **Injured Employee**, their **Line Manager/Supervisor**, and the **Injury Management & Wellbeing Partner**. The frequency of check-ins will depend on the severity of the injury, recovery progress, and any identified needs.



What is the role of the Payroll team?

The Payroll team, where relevant, will assist the **Injury Management & Wellbeing Partner** to provide any information relating to the **Injured Employee's** employment and work conditions (e.g., employment start dates, hours of work, pay rates) which is required for completing documentation relating to the WC claim.



What do we ask a GP or the Treating Practitioner?

Outline of the process when a **GP/Treating Practitioner** is seen for advice and treatment of an injury or illness (work-related and non-work-related):

- Although employees are under no obligation to use Hydro's preferred Doctors, this list is available on the WHS SharePoint and **Injured Employees** are encouraged to attend any of these for work-related injuries.
- For work-related injuries or illness where no WC claim is lodged by the **Injured Employee**, and thus no WC Medical certificate issued, the **GP/Treating Practitioner**, subject to the employee's consent to do so, should receive and complete the "Letter to Primary Treating Practitioner".
- Subject to the employee's consent to do so, the **GP/Medical Practitioner** will need to provide a WC medical certificate of capacity outlining:
 - Their opinion with respect to whether the injury is work related or not.
 - If work related, a WC medical certificate is required.

Injury Management

- If non-work-related (and the injury/illness impacts the employee's ability to work) written guidance on appropriate support and modifications is required.
- Whether the injury or illness is an aggravation to a pre-existing injury or illness.
- If any prescription medication is required, and if so, indicate the dosage of the medication (required for injury recording statistic purposes) and its impact on your ability to perform work safely.
- When the **Injured Employee** can return to work on full or partial duties
 - Must indicate details of any restrictions, modifications and or changes of work hours or days.
- Any future review dates with the **GP** or relevant **Treating Practitioner**.
- Provide ongoing WC medical certificates (for WC claims) or written advice (for non-work-related events) until the **Injured Employee** can return to normal (pre-injury) duties.



What should be covered in a Return-to-work (RTW) plan?

RTW plans can be for both work-related and non-work-related events. When an injury or illness results in an employee's partial capacity to work, a RTW plan is required, and the following process followed:

- The **Injured Employee** must provide a medical certificate of capacity outlining their capacity for normal duties, as this will inform the RTW plan.
- The **Injury Management & Wellbeing Partner** develops and coordinates the RTW Plan in conjunction with the **Injured Employee, Manager/Supervisor**, and relevant **Treating Practitioner** (based on the treating practitioner's advice and medical certificate).

- Suitable duties should be agreed upon between above parties (including any required training for modified duties).
- All internal RTW stakeholders should agree on any modifications to the work environment or job requirements (e.g., flexible working hours or locations).
- Agree on a suitable communication strategy (frequency and mode of communication) between **Injured Employee, Line Manager/Supervisor, HR Rep / Injury Management & Wellbeing Partner**.
- Implement and review the RTW plan goals and timelines linked to the medical certificate, until the final clearance certificate is issued.



What are the specific requirements for psychological injury claims?

The process is the same as for physical work-related injuries and includes the following:

- As is the case for all injuries and illnesses, **employees** must report events of psychological injury or illness through SAP for the **Injury Management & Wellbeing Partner** or **HR Rep** to support you.
- If a **Line Manager/Supervisor** becomes aware of a mental health concern or injury/illness that may be work related and has not been captured in SAP, they need to notify the **Injury Management & Wellbeing Partner** and ensure the event is captured in SAP.



Is there a different process to follow for non-work-related injuries or illnesses?

Injury Management

Hydro Tasmania group does not cover expenses related to non-work-related injuries or illnesses, and there is no workers' compensation claim. Therefore, managing non-work-related injuries and illnesses and associated RTW plans differs from the management of work-related injuries and illnesses.

- The **Injured Employee** should obtain written guidance from the relevant **Treating Practitioner** to clearly outline their capacity for work, the required modifications in the workplace and expected recovery timeline.
- The support Hydro Tasmania group can provide to employees for non-work-related injuries includes:
 - EAP services;
 - flexible work arrangements;
 - modified duties;
 - reasonable and proportionate workplace modifications and accommodation where practical.
- Hydro Tasmania group will not cover the costs of medical treatment or other treatment from allied health professionals (e.g., physio, occupational therapist etc), but may evaluate each case and apply discretion when there is an agreed benefit to both employee and employer in paying for a return-to-work assessment, in line with the **GP/Treating practitioner's** advice and the **Injured Employee's** consent.
- Eligibility for above support is dependent on the severity of the injury or illness and a recommendation from the **Injured Employee's GP/Treating Practitioner**. The **Head of Business Unit** must approve any costs associated with this support in accordance with the Delegations Manual.
- Costs that Hydro Tasmania group incurs in providing the above supports will be funded by the relevant Business Area.

- For non-work-related events, the **Manager of Employee Relations**, and Head of **WHS** will determine who is best placed to manage the RTW plan for the employee.



Definition Section/Key Terms

- **Hydro Letter to GP** - explains Hydro Tasmania group's commitment to support injured staff as well as obtaining important information regarding the injury/illness and how the event potentially impacts your ability to perform duties at work. Not required when a WC claim is submitted.
- **HR Rep** - Member of the Employee Relations team, who looks after the relevant business unit that the injured employee resides in.
- **Injury Management plan** - An injury management plan (IMP) in Tasmania outlines an insurer's method for effectively managing workplace injuries. It aims to achieve timely, safe, and durable return-to-work outcomes for injured workers.
- **Line Manager / nominated person** - Where a direct line manager is not appropriate/available to support, a nominated person is the next most appropriate person in the situation.
- **Medical Practitioner/General Practitioner (GP)** - a person registered under the Health Practitioner Regulation National Law (Tasmania) in the medical profession. They are authorised to practice medicine and can use the protected title of "medical practitioner." This includes general practitioners (GP), specialists, and other professionals involved in medical activities.
- **Psychological injury/illness** - refers to anything that could cause psychological harm, affecting mental health. Common psychosocial hazards include high job demands, low job control, poor support, inadequate reward, and traumatic events. These hazards can lead to anxiety, depression, and other mental health conditions.

Injury Management

- **Return to work plan** - a written plan with agreed goals and actions aimed at helping an injured employee remain at or return to work. It details the necessary treatment, rehabilitation, and assistance required to support the worker in returning to their pre-injury employment.
- **Treating Practitioner** - In addition to medical practitioners, other allied health practitioners include physiotherapists, chiropractors, psychologists, counsellors, and accredited exercise physiologists.
- **Injury Management & Wellbeing Partner** - Return to work coordinator (RWC) responsible for leading and coordinating Hydro Tasmania group's workers compensation claims with our insurers, return-to-work plans, and coordination for injury management service providers.
- **Work related injury/illness** - a physical or mental injury arising out of, or in the course of employment. A disease or illness, to which your employment contributed to a substantial degree.
- **Workers Compensation medical Certificate of Capacity** - a medical certificate that establishes the worker's capacity for work and provides information necessary for return-to-work plans. It must be completed and signed by a registered medical practitioner.