

What Does Injury Management Involve? Stakeholder Roles & Responsibilities

Council

Early reporting (in house / insurer notification)	Communication / monitoring progress
Supervisor involvement	Supporting policies (eg. grievance procedure)
Designated RTW Coordinator	Senior management commitment
RTW Program	Support to worker (empathy)
RTW Plans	Dispute resolution processes
Provision of suitable duties	Firm, consistent and fair
Nominate a Rehabilitation Provider (if appropriate)	
Consideration of employment alternatives	

StateCover

Screening process (determine provisional liability)	IM Program
Guide Council (preferred processes)	Monitor compliance
Early information / intervention	Monitor status of recovery and RTW (barriers)
Effective communication	Monitor treatment (reasonable & necessary)
IM Plan (significant claims)	Suitable duties (raise the issue)
3 day contacts	Negotiate with doctor (NTD)
Support to worker and Council	Anticipate claim needs
Educate the stakeholders	Appropriate and timely investigations
Minimise opportunity for disputes	File maintenance (notes, documents, etc)
Manage disputes (refer IMC or AMS)	Efficient, professional, helpful service

Worker

Early reporting of injury	Assist own recovery / personal responsibility
Nominate doctor and gain medical certificate	Active participation / compliance
Advise clear diagnosis, treatment, fitness for work	Empowered
Comply with legislation and RTW Plan	Communication – open, honest, prompt
Aim to return to pre-injury duties as soon as capable	Actively assist identification of appropriate suitable duties
Available to RTW as soon as medically able	