

# Managing workplace injuries



## Operations

### Be Prepared!

- Know your responsibilities
- Develop and maintain a site specific first aid plan
- Be aware of the people and tools available to assist in the event of an injury or illness

## Compass Care

- Develop processes and tools to support our business and employees
- Review, monitor and continuously improve our processes
- Inform the business of changes

## Incident

- Implement your site specific first aid plan

### In the event of an emergency call 000

- See our Program Zero to 24 Poster for further details

Once immediate health and welfare needs have been addressed:

- Report the incident on CHESS or via the Incident & Emergency Line 1300 725 305

### Where Required:

- Contact site within 2 hours to triage all incidents
- Facilitate reasonable and necessary treatment
- Confirm the immediate availability of suitable duties
- Facilitate a safe and timely return to work (where appropriate)
- Draft a Return to Work Plan

### Claims Management

#### Where required:

- Notify the insurer/scheme agent of the incident and/or claim
- Provide support with the determination of liability
- Arrange third party investigations
- Calculate and pay compensation wages
- Process accounts payable
- Seek and secure medical certificates

### Injury Management

- Facilitate reasonable and necessary treatment
- Liaise with health care professionals RE: occupational rehabilitation
- Support injured or ill employees
- Coordinate the return to work process
- Update operations after medical reviews
- Draft and distribute "Return to Work Plans"

### Need More Information?

- Refer to our Program Zero to 24 Poster and the following Fast Fact videos:
  - Program Sub Zero
  - Program Zero to 24
  - Program 24 Plus
- Please visit [www.compasscare.com.au](http://www.compasscare.com.au) or call the Compass Care team

