

This policy applies to all employees of Stairlock and subcontractor installers in South Australia and Victoria who experience a work-related injury or illness (hereafter referred to as 'workers').

Visitors, consultants, subcontractors (in states other than South Australia or Victoria), employees of contractors, persons employed through labour hire agencies and volunteers are not covered by this policy and should be referred to their own employer's policies.

Stairlock recognises the value of its workers and is committed to preventing injury and illness to its workers by providing a safe and healthy working environment.

At Stairlock we act on our responsibilities to identify and remove potential and recognised risks to the health and safety of workers and other people through our safety policy and practices.

Injury management is a systemic process for returning an injured worker to a functioning lifestyle. The success of the process relies on active participation and cooperation of all parties involved, including the injured worker, the employer, the treating medical practitioner and the insurer.

A tailored Return to Work Program is developed for workers who require time off work because of a work-related injury or illness.

Stairlock aims to:

- Determine the needs of the injured and/or ill worker by liaising with the worker, their manager, the treating doctor, our workers' compensation insurance provider in the relevant state and other relevant team members;
- Provide early access to medical and rehabilitation services where required;
- Develop/review, implement and monitor the injured and/or ill worker's Return to Work Plan in conjunction with the worker, their manager, our workers' compensation insurance provider, the treating doctor and relevant rehabilitation providers;
- Where possible, provide suitable alternative duties for an injured and/or ill worker as an integral part of the rehabilitation and return to work process, having regard for the injured worker's medical restrictions as they return to their pre-injury role.;
- Consult with workers, to assist the rehabilitation and return to work process to operate effectively;
- Continuously improve Stairlock's health and safety management systems and return to work processes; and
- Advise injured and/or ill workers about their role and obligations to participate in the rehabilitation and return to work process.

Procedure

When an injury occurs:

- The worker seeks first aid and medical treatment as required
- The worker reports the injury to their supervisor and a Netsuite IMS Action is logged
- The worker (or their supervisor) completes an incident report form (FM-010 Incident Report.doc [IMS>Documents>Forms](#)) and the supervisor assesses and responds to the IMS Action in Netsuite;

If medical attention is required:

- The worker attends a Stairlock preferred medical practitioner/centre (if available), or an alternative medical practitioner
- The worker obtains a Work Capacity Certificate at the initial appointment and forwards this to their manager and the HR Manager/Return to Work Coordinator. Any subsequent medical reviews as directed on the Work Capacity Certificate require an updated Certificate to be requested and submitted up to and including when the worker receives a Certificate with full clearance to pre-injury duties.

If time off, modified duties or a Worker's Compensation Claim is lodged:

The HR Manager/Return to Work Coordinator will contact the injured worker to provide advice and assistance with:

- Completing incident and other required forms;
- Undertaking the workers' compensation lodgement requirements;
- Submitting appropriate medical forms, Work Capacity Certificates, invoices, etc;
- Explaining the employee's rights, obligations, and return to work procedures; and
- Arranging a Return to Work Plan.

The HR Manager/Return to Work Coordinator will work with our worker's compensation insurance provider, the worker, their manager and the treating doctor in developing and implementing a Return to Work Plan.

Suitable Alternative Duties

Suitable alternative duties are duties, agreed between the HR Manager/Return to Work Coordinator, an injured worker and their line manager, which facilitate the injured worker's rehabilitation and return to work, consistent with medical advice.

Suitable alternative duties must comply with Work Capacity Certificates or equivalent documents issued by the treating doctor. Suitable alternative duties may include:

- Parts of the job the worker was performing before the injury;
- Duties at the same or a different worksite;
- Different hours and/or modified duties;
- Different duties altogether;
- Full time or part time duties; and
- Training opportunities.

These duties will be identified after consultation with all relevant parties and will be specified in writing and reviewed on a regular basis.

Worker Rights and Responsibilities:

Workers have the right to:

- Early intervention and appropriate support services
- Be involved in the planning of their rehabilitation and return to work;
- Receive appropriate entitlements in accordance with applicable legislation;
- Be provided with information about their entitlements, rights and responsibilities;
- Access documents relating to their workers compensation claim, if a worker's compensation claim is lodged;
- Request reasonably practicable adjustments to the workplace to minimise the risk of further injury and to assist the worker to safely remain at, or return to work based on their individual medical needs; and
- Be supported by the HR Manager/Return to Work Coordinator

Workers are responsible for:

- Reporting all work-related injuries and illnesses to their Supervisor/Manager;
- Seeking medical attention;
- Providing all documentation related to the work injury to their manager and the HR Manager/Return to Work Coordinator;
- Meeting with their manager and HR Manager/Return to Work Coordinator,
- Complying with the requirements listed in their Work Capacity Certificate and Return to Work Plan (if applicable);
- Actively participating in the return to work process to enable full recovery; and
- Returning to work as soon as the treating doctor clears you for duties.

Manager/Supervisor's Responsibilities:

- Create or update the IMS Action case in Netsuite to document the incident
- Ensure an incident report form has been completed (FM-010 Incident Report.doc [IMS>Documents>Forms](#));
- Undertake an investigation into the cause of the incident and identify preventative and/or control measures to be implemented. Complete the back page of the Incident Report Form identifying risks, control measures and other actions required – submit a copy of the form to the HR Manager/Return to Work Coordinator;
- Ensure staff are aware of incidents and outcomes of investigations that are relevant to them
- Provide support to their workers in returning to work;
- Work with the injured worker and the HR Manager/Return to Work Coordinator in developing return to work options; and
- Attend case management meetings when required.

HR Manager/Return to Work Coordinator Responsibilities:

- Provide support to the injured worker
- Provide an information pack to support worker's understanding of Stairlock's injury management processes
- Report and forward all required documentation to the insurer when a claim is required;
- Consult with workers, managers, treating practitioners and workers compensation claims consultants to develop sustainable return to work options including development of Return to Work Plans; and
- Monitor the progress of worker's capacity and return to work.

Non-Work-Related Injuries

If a worker sustains a non-work-related injury that could impact on their ability to undertake their role at Stairlock, they must notify their manager as soon as possible. The Manager, in consultation with the HR Manager, may request a medical clearance certificate before the worker can return to normal hours and duties. If the worker is unable to perform the requirements of their role (i.e. they require modified duties or modified hours), this must be discussed with the manager and HR Manager to determine workplace requirements and a suitable plan for the employee.

Notifiable Events

Stairlock is required to notify their work health and safety regulator of certain 'notifiable incidents' at work.

The WHS law requires:

- a 'notifiable incident' to be reported to the regulator immediately after becoming aware it has happened
- if the regulator asks—written notification within 48 hours of the request, and
- the incident site to be preserved until an inspector arrives or directs otherwise (subject to some exceptions).

Failing to report a 'notifiable incident' is an offence and penalties apply

What is a 'notifiable incident'?

A 'notifiable incident' is:

- the death of a person
- a 'serious injury or illness', or
- a 'dangerous incident'

arising out of the conduct of a business or undertaking at a workplace.

'Notifiable incidents' may relate to any person—whether an employee, contractor or member of the public.

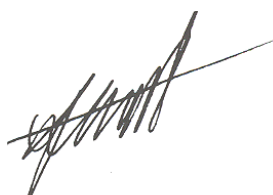
Who is responsible for notifying?

All incidents must be reported to a Stairlock manager, notifiable incidences must also be immediately reported to the Managing Director and the Human Resources Officer.

Generally, the Human Resources Officer will make the formal notification, however, as it is required to be notified immediately, if they are unavailable, it must be reported by a Stairlock Manager or the Managing Director.

For more information, refer to the Incident Notification Fact Sheet from Safe Work Australia available at <https://www.safeworkaustralia.gov.au/doc/incident-notification-fact-sheet> for further guidance on notifiable incidences including:

- In what circumstances you need to notify incidents to the relevant State Regulator,
- What information you will need to make a notification,
- Requirements for preserving the incident site until an inspector arrives at the site or directs otherwise,
- Record keeping requirements, and
- Contact details for regulators.



Approved by:

Edward Lloyd, Managing Director

4 September 2023