**Application for approval of new/renewal/amended injury management programs**

**Licensed Insurer/Self-Insurer Injury Management Program Application form**

In accordance with the WorkCover Tasmania Board’s instruction and the *Workers Rehabilitation and Compensation Act 1988* the applicant stated below hereby seeks approval of the attached Injury Management Program.

**Applicant’s details:**

|  |  |
| --- | --- |
| Full name of Insurer – Legal Entity |  |
| ABN |  |

**Contact person’s details:**

| Name |  |
| --- | --- |
| Title |  |
| Phone number |  |
| Email address |  |
| Address where claims and injury management functions are conducted |  |

**Insurer’s injury management program:**

|  |  |
| --- | --- |
| Title of document |  |
| Last approved version *(provide last version number or date of document, such as Version 4 or June 2018)* |  |

**Please indicate (tick):**

|  |  |
| --- | --- |
| New program |  |
| Minimal changes to program |  |
| Significant changes to program |  |

**Please summarise any significant changes to the Injury Management Program (renewals/amendments):**

**(Use as much space as required)**

|  |
| --- |
|  |

**Please detail how you plan to communicate any changes to the Injury Management Program to employers/workers:**

|  |
| --- |
|  |

**Does your injury management program follow the format set out in the Board’s Guidelines? (Y/N)** \_\_\_\_\_\_\_\_\_\_\_\_\_

**If no, the form cross-referencing your IMP to the criteria in the Guidelines must be completed (refer page 3).**

I, the undersigned, do hereby state that I have the authority to act on behalf of the applicant and will supply any additional information required by the Board to allow assessment of our Injury Management Program.

Print name:

Signed:

Position in organisation:

Date:

## Injury management program cross referencing form

## Please cross-reference below where the WorkCover Tasmania IMP Guidelines criteria is addressed in the Insurer’s injury management program

| Key elements | Criteria | Addressed in insurer’s IMP in section: (*alternatively provide a reference/comment)* |
| --- | --- | --- |
| 1. Injury Management Policy | * 1. Statement of commitment and objectives including but not limited to the following:
		1. to promote behaviours and attitudes that underpin a positive workplace culture that supports injured workers
 |  |
| * + 1. to promote the health benefits of work
 |  |
| * + 1. to support the principles of the Clinical Framework for the Delivery of Health Services
 |  |
| * 1. Statement of roles and responsibilities of all parties
 |  |
| * 1. Policy to be appropriate to nature and scale of the organisation
 |  |
| * 1. Consistent with relevant injury management legislation
 |  |
| * 1. Policy to be reviewed regularly
 |  |
| 2. Policy for the Management of Employer Injury Management Programs (LICENSED INSURERS ONLY) | The Insurer is to define how it will:2.1 Assist employers to develop injury management programs |  |
| 2.2 Ensure employers operate within injury management programs |  |
| 2.3 Manage the assessment and approval of injury management  programs |  |
| 2.4 Ensure employers educate and promote injury management  programs |  |
| 2.5 Ensure employers regularly review and maintain injury management programs |  |
| 3. Information Management | The Insurer is to define how it will:* 1. Ensure full disclosure of and access to accurate and consistent information, including the provision of information in other languages when necessary.
 |  |
| * 1. Ensure accurate and consistent information
 |  |
| 4. Communication Management | The Insurer is to define how it will:* 1. Communication
		1. Promote open and honest communication
 |  |
| * + 1. Ensure the timeliness of communication
 |  |
| * + 1. Ensure the correct application of both oral and written communication
 |  |
| * + 1. Ensure communication is clear and in ‘plain English’
 |  |
| * + 1. Ensure communication is non- threatening
 |  |
| * + 1. Ensure interpreting services are made available when necessary
 |  |
| * 1. Communication with key parties
		1. Manage contact points and formal channels of communication between all parties
 |  |
| * + 1. Ensure that employee obligations are described and communicated effectively
 |  |
| * + 1. Ensure that roles, activities and/or services that are to be delivered by external providers are clearly identified and communicated to key parties
 |  |
| 5. Role of the Injury Management Co-ordinator (IMC) | The Insurer is to define how it will:* 1. Manage the role, responsibilities and duties of an IMC

 (including quantity requirements and IMC activities that are  overseen rather than performed) |  |
| * 1. Manage the skill and knowledge requirements
 |  |
| * 1. Ensure the identification and provision of training requirements
 |  |
| * 1. Manage the appointment process
 |  |
| * 1. Manage and monitor the IMC role or activities that are to be delivered by an external IMC including but not limited to clearly identifying and communicating the roles or activities that are to be delivered
 |  |
| 6. Role of the Workplace Rehabilitation Provider (WRP) | The Insurer is to define how it will:* 1. Manage the role, responsibilities and duties of a WRP
 |  |
| * 1. Manage the skill and knowledge requirements
 |  |
| * 1. Manage the selection process for external WRPs
 |  |
| * 1. Manage the referral process of an injured worker to a WRP
 |  |
| * 1. Manage and monitor external WRPs including but not limited to

 clearly identifying and communicating the services that are to  be delivered |  |
| 7. Role of the Return to Work Co-ordinator (RTWC)(SELF-INSURERS ONLY) | The self-insurer is to define how it will:* 1. Manage the identification of a RTWC
 |  |
| * 1. Co-ordinate the role, responsibilities and duties of a RTWC
 |  |
| * 1. Suitably train RTWCs
 |  |

| Key elements | Criteria | Addressed in insurer’s IMP in section: (*alternatively provide a reference/comment)* |
| --- | --- | --- |
| 8. Mechanisms to Facilitate Early Reporting and Intervention of Injuries/Claims | The insurer is to define how it will:* 1. Early Reporting
		1. Implement a variety of mechanisms to facilitate early reporting
 |  |
| * + 1. Manage timeframes for early reporting
 |  |
| * + 1. Manage employer training and educational requirements
 |  |
| * + 1. Administer any early reporting incentive scheme
 |  |
| * + 1. Manage corrective action for late submissions
 |  |
| * 1. Early intervention
1. Analysis of incoming data
 |  |
| 1. Development and implementation of intervention strategies
 |  |
| 1. Manage key contact points with key parties
 |  |
| 1. Administer provisional payments
 |  |
| 9. Medical Management | The insurer is to define how it will:* 1. Primary Treating Medical Practitioners (PTMP)
		1. Monitor the timeliness of appointments for injured worker medical consultations and treatment
 |  |
| * + 1. Manage the provision of information including but not limited to:
			1. facilitating notification of a change to the injured worker’s PTMP and
 |  |
| * + - 1. The subsequent authorisation to release relevant medical records.
 |  |
| * + 1. Manage contact points between involved parties - in particular with the PTMP
 |  |
| * + 1. Ensure systems are in place for the management of medical certificates. This may include but is not limited to monitoring and reporting on the quality of medical certificates.
 |  |
| * + 1. Ensure systems are in place for the management of medical reports
 |  |
| * 1. Independent Medical Reviews
		1. Manage the process for seeking and undertaking reviews
 |  |
| * + 1. Manage consultation requirements – in particular with the PTMP
 |  |
| * + 1. Manage the provision of information including but not limited to:
			1. Notifying the injured worker of the reasons for seeking a review
 |  |
| * + - 1. Provide the worker with a copy of, or access to, any information published by the Board in respect to independent medical examinations
 |  |
| * + - 1. Provide copies of the review report to the IMC and the PTMP
 |  |
| * + 1. Manage contact points between involved parties
 |  |
| * + 1. Monitor the use of independent medical reviews
 |  |
| * + 1. Ensure that independent medical practitioners are aware of their role and responsibilities and have been provided with a copy of, or access to, the Board’s Guidelines for Independent Medical Examinations
 |  |
| * + 1. Ensure that the independent medical practitioner is fully informed of all necessary information prior to undertaking an independent medical review. This may include but is not limited to arranging communication between the independent medical practitioner and the primary treating medical practitioner prior to undertaking the independent medical review.
 |  |
| 10.Return to Work | The insurer is to define how it will:* 1. Co-ordinate those involved in the injury management process,  including but not limited to the following:

Injury Management Co-ordinators |  |
| * + 1. Workplace Rehabilitation Providers
 |  |
| * + 1. Return to Work Co-ordinators
 |  |
| * 1. Manage Injury Management Plans and Return to Work Plans.  This should include but not be limited to the following:
		1. Documenting time frames within which return to work and injury management plans will be prepared
 |  |
| * + 1. Ensuring the development and implementation of plans in accordance with time frames detailed in the approved Injury Management Program
 |  |
| * + 1. Manage consultation requirements between key parties
 |  |
| * + 1. Ensure the assessment of return to work options is completed thoroughly
 |  |
| * + 1. Ensure the return to work hierarchy is applied
 |  |
| * + 1. Ensure workplace visits are undertaken when necessary
 |  |
| * + 1. Ensure the identification and modification of suitable and meaningful alternative duties where practicable
 |  |
| * + 1. Recognise limitations during return to work
 |  |
| * + 1. Ensure the regular review, monitor and modification of plans when necessary
 |  |
| * + 1. Regularly assess outcomes for all parties involved
 |  |
| * 1. Reflect and promote the health benefits of work
 |  |
| * 1. Ensure all activities support the principles of the Clinical Framework for the Delivery of Health Services
 |  |
|  | * 1. Application of evidence based guidelines
		1. Identify optimal return to work outcomes based on evidence based guidelines
 |  |
|  | * + 1. Monitor progress against target outcomes
 |  |
|  | * + 1. Take appropriate action where cases exceed evidence based guidelines
 |  |

|  |  |  |
| --- | --- | --- |
| 11. Management of Alternative Duties |  The Insurer is to define how it will:* 1. Alternative Duties
		1. Ensure that where an injured worker is certified as having work capacity that suitable alternative duties are considered
 |  |
| * + 1. Ensure alternate duties are both suitable and meaningful
 |  |
| * + 1. Ensure employers provide notification of alternative duties that are available (facilitated by a list of general duties to be supplied by the Board)
 |  |
| * + 1. Ensure matters relating to employers unwilling and/or unable to provide alternative duties are handled in accordance with internal policies and procedures. Where such matters are unable to be resolved through internal processes they are to be referred to the Board.
 |  |
| * 1. Retraining and Assignment of Duties
		1. Ensure the early identification of injured workers who require retraining and/or redeployment
 |  |
| * + 1. Establish and maintain arrangements and/or incentives for retraining, skill enhancement and redeployment opportunities of injured workers that have some work capacity. In the case of licensed insurers this may include but is not limited to enabling workers with work capacity to be placed within employers to which the insurer insures
 |  |
| 12. Management of Psychological Claims (primary and secondary) | Insurers must have systems and procedures in place to identify and manage claims for psychological injuries.As a minimum systems and procedures should:* 1. Ensure that senior managers and claims staff are appropriately trained in the identification and management of psychological claims, including post-traumatic stress disorder (PTSD) and the biopsychosocial approach.
 |  |
| * 1. Ensure the early identification of psychological claims including claims for PTSD
 |  |
| * 1. Ensure the early identification of psychological claims secondary to injury claims.
 |  |
|  | * 1. Identify key stakeholders in the management of the worker’s injury including the claims and injury management process eg workers, employers, primary treating medical practitioner, IMC/WRP.
 |  |
| * 1. Ensure the early appointment (no later than the time frame required by s143B of the Act) of an injury management co-ordinator with appropriate skills, experience and/or qualifications in respect to the management of psychological injuries.
 |  |
| * 1. Ensure the early appointment of appropriate providers who have the appropriate skills, experience and/or qualifications in respect to the management of psychological injuries.
 |  |
| * 1. Ensure early and ongoing regular contact with key stakeholders to identify barriers to return work and discuss and develop action plans.
 |  |
| * 1. Ensure timely access to treatment.
 |  |
| * 1. Ensure systems are in place to facilitate a timely decision regarding liability and that the worker is informed and updated in respect to progress at regular intervals.
 |  |
| * 1. Ensure systems are in place to identify claims where mediation or other dispute resolution mechanisms (other than TASCAT) may be utilised.
 |  |
| * 1. Ensure procedures are in place to comprehensively communicate adverse decisions, the reasons for adverse decisions and provide information in respect to appropriate dispute resolution mechanisms.
 |  |
| 13. Management of Complex Claims | The Insurer should have systems and procedures in place to identify and manage complex and potentially complex claims at the earliest opportunity: |  |
| * 1. Define a complex claim
 |  |
| * 1. Ensure the early identification of complex and potentially complex claims.
 |  |
| * 1. Identify key stakeholders in the management of the worker’s injury including the claims and injury management process eg workers, employers, primary treating medical practitioner, IMC/WRP.
 |  |
| * 1. Ensure the early appointment (no later than the time frame required by s143B of the Act) of an injury management co-ordinator and/or workplace rehabilitation provider with appropriate skills, experience and/or qualifications in respect to the nature of the worker’s injury.
 |  |
| * 1. Ensure regular contact with identified key stakeholders.
 |  |
| * 1. Ensure systems are in place to regularly monitor and review complex claims.
 |  |

Resources

* [Clinical Framework for the Delivery of Health Services](https://www.worksafe.vic.gov.au/resources/clinical-framework-delivery-health-services)
* [Taking Action – Best Practice Framework – psychological](https://www.safeworkaustralia.gov.au/system/files/documents/1802/taking-action-framework-2018.pdf)
* [Safe Work Australia](https://www.safeworkaustralia.gov.au/)
* [Information Sheet for Workers – Independent Medical Examinations](https://worksafe.tas.gov.au/__data/assets/pdf_file/0011/541487/Information-sheet-Independent-medical-examinations.pdf)
* [Guideline: Independent Medical Examinations](https://worksafe.tas.gov.au/__data/assets/pdf_file/0007/541483/Guideline-Independent-medical-examinations.pdf)