

WorkCover Policy

All Interchange Outer East (IOE) employees (including casual staff), are covered through our WorkCover agent, Xchanging, for injuries that occur while carrying out employment duties. Volunteers of IOE are not covered by WorkCover, but are covered by an insurance policy with the Victorian Managed Insurance Authority (VMIA).

As an employer, IOE has an obligation to ensure its employees are aware of what procedures are in place when an incident or injury occurs in the workplace. For first response procedure regarding injury to staff, see IOE's Injury and Incident Policy.

Once an incident or injury has occurred in the workplace, employees should be aware of the following:

1. Reporting the incident:

- Where an incident has occurred it must be reported to a relevant IOE coordinator, and an IOE incident report form must be completed. Further details on completing an incident report form can be found in the IOE Incident Reporting Policy.
- Any injury to an employee must be recorded on an Injury or Near Miss Report. This is to be completed by either the injured person, or an IOE staff on their behalf. A copy of the signed report is to be given to the injured person.
- IOE is legally required to report any serious incident (i.e. death, sexual assault or serious injury requiring immediate medical attention) to WorkSafe. IOE will notify WorkSafe immediately and send a completed incident notification form within 48 hours of the incident. In the case of serious workplace incidents, IOE is legally required to preserve the incident site until a WorkSafe inspector arrives or issues a direction. Interference of the scene must only occur to help the injured person or to prevent further injury.
- When an incident involves a participant it must also be reported to various different stakeholders, determined by the funding body. Information pertaining to this can be found in the IOE Incident Reporting Procedure.

2. Making a claim:

- If medical treatment is required and/or time off work is required due to the incident/injury, IOE's WorkCover consultant should be advised who will consult with the employee. They will advise at that time whether the following forms are required:
 - The WorkSafe Worker's Injury Claim Form is to be completed by the injured employee. This form can be obtained from and returned to the IOE return to work coordinator who will submit all required documents when making the claim.

This form is also available online at www.worksafe.vic.gov.au and can be printed and handed to the return to work coordinator for submission.

- If the injured employee is unable to return to their normal duties or requires time off work, the employee will need to provide a WorkSafe Certificate of Capacity signed by the treating medical practitioner, along with records of any paid medical or like expenses for reimbursement. A Certificate of Capacity is always required in order for the employee to be paid for time off taken under WorkCover. A Certificate of Capacity can only be obtained from a medical practitioner (in the first instance), or a physiotherapist, chiropractor or osteopath (for subsequent certificates).
- The employee will be given a copy of Important Information for Injured Employees which provides injured employees with information on the rights and obligations of both the injured employee and IOE .
- For IOE to meet its legal obligations, these forms should be returned to the return to work coordinator at your earliest convenience. On completion of all forms, a copy of the worker's claim form will be given to the employee. Copies of both the worker's claim form and employer's injury claim form will be kept on file by the return to work coordinator, along with copies of any medical or like expenses, and all other paperwork related to the injury/claim.

3. Claim for Provisional Payments for work related mental injuries.

From 1 July 2021 any employee who makes a workers compensation claim that includes a mental injury will be entitled to provisional payments, unless:

- There is clear evidence the claimant is not a Victorian worker (all claims are assumed to be valid unless there is evidence to the contrary); and/or
- The claim is not a duplicate of an existing claim.

Employees and volunteers can access provisional payments for reasonable treatment and services for work-related mental injuries, while their compensation claim(s) are being determined. When claims are rejected, workers and volunteers can continue to receive provisional payments for up to 13 weeks.

To access provisional payments for work related mental injuries workers are required to complete a claim form and return it to the return to work coordinator.

4. Return to Work:

- Employees who are injured at work should read and understand the Information for Injured Workers document. The return to work coordinator is able to assist the employee through the return to work process and discuss any issues.
- A return to work plan is required for any injured worker who is unable to perform their pre-injury duties and/or hours. IOE must provide suitable and/or pre-injury employment for a minimum of the employment obligation period of 52 weeks. The return to work plan will be drafted by the return to work coordinator in conjunction with the employee, the employee's supervisor and treating medical practitioner.
- If the injured worker is able to return to work initially but then requires further time off due to the workplace injury, the worker must submit a valid Certificate of Capacity covering the relevant date(s). If the employee is unwilling to provide a Certificate of

Capacity covering this time off, the employee is able to obtain a medical certificate and take personal leave as usual.

- If a return to work issue arises, refer to the IOE Return to Work Issues Resolution Policy.

5. Return to Work Coordinator Contact Details

IOE RTW Coordinator:

Marcelo Calderon – marcelo.calderon@ioe.org.au

WorkCover Consultant

Maggy Caruana – maggy.caruana@ioe.org.au

0488 089 776

6. IOE WorkSafe Agent Contact Details:

Xchanging Workers Compensation

Phone 9947 3229

GPO Box 751, Melbourne Vic 3001