

Workplace Health & Safety (WH&S) Policy

OBJECTIVE

Dulverton Waste Management (DWM) is committed to protecting workers and other persons against harm to their health, safety and welfare through management of risk and the elimination or minimisation of risks arising from work. Should hazards or risks arise in the workplace, DWM will give workers and other persons the highest level of protection against harm to their health, safety and welfare.

DWM will provide fair and effective workplace representation, consultation, co-operation and issue resolution in relation to work health and safety.

LEGISLATION

- Work Health and Safety Act 2012 (Tasmania)
- Work Health and Safety Regulations 2012 (Tasmania)

CODES OF PRACTICE

- Confined spaces
- Construction Work
- Demolition Work
- First Aid in the Workplace
- Hazardous manual tasks
- How To Manage and Control Asbestos in the Workplace
- How to Manage Work Health and Safety Risks
- How to Safely Remove Asbestos
- Labelling of Workplace Hazardous Chemicals
- Managing Electrical Risks in the Workplace
- Managing Noise and Preventing Hearing Loss at Work
- Managing Risks of Hazardous Chemicals in the Workplace
- Managing the Risks of Plant in the Workplace
- Managing the Work Environment and Facilities
- Welding Processes
- Work Health and Safety Consultation, Cooperation and Coordination

DEFINITIONS

Nil

RESPONSIBILITIES

Workplace health and safety is DWM's primary focus. This policy requires the full support, participation and cooperation of all employees, Board Directors, contractors and visitors associated with Dulverton Waste Management.

To achieve these goals, DWM will:

- Provide safe workplaces
- Use safe work practices
- Support employees in fulfilling their duty to take reasonable care for their own safety and health at work and to avoid adversely affecting the safety and health of another person through any act or omission at work and that employees are in a fit state to work at the start of and throughout the work period.
- Support employees return to work through the Injury Management Program per Appendix A
- Maintain appropriate safety equipment
- Require DWM's site contractor to maintain a Workplace Health and Safety Management System.
- Continually review and monitor work practices and procedures in consultation with employees, contractors, other 3rd parties and stakeholders.
- Make the policy available and be communicated to all interested parties including customers, suppliers, contractors, neighbours and the general public.
- Establish measurable objectives and targets to support continued improvement to assist in the elimination of work related injury or illness.
- Where relevant, DWM will communicate with stakeholders, staff and Board Directors; and
- Maintain appropriate records and reporting.

POLICY STATEMENT

DWM is committed to:

- Complying with relevant health and safety legislation, codes of practice and industry standards.
- Promoting continual improvement programs in health and safety.
- Undertaking risk management activities to minimise risks to persons in the work environment.
- Creating, evaluating and monitoring safe systems of work, the premises and the work environment.

- Providing adequate resources and facilities to protect the welfare of employees.
- Providing appropriate WH&S training to all employees.
- Providing information and supervision for all employees enabling them to work in a safe and healthy manner, and
- Consulting with employees and contractors to enhance the effectiveness of WH&S.

OTHER KEY RELATED POLICIES

- Discrimination, Harassment & Bullying Policy
- Equal Opportunity Policy
- Risk Management Policy
- Training Policy

REVIEW

This policy will be reviewed every two years unless directed otherwise by the Board, or earlier if a legislative change occurs.

REFERENCE	
APPROVED BY: DWM Board	MINUTE NO: MFID
APPROVAL DATE:	REVIEW DATE: September

Allianz's Injury Management Program

Allianz's Injury Management Program has been developed to ensure our treatment, rehabilitation, injury management practices and strategies deliver timely, safe and durable return to work outcomes for injured workers.

The Allianz Injury Management Program supports proactive and consistent claims and injury management throughout the life of a workers compensation claim.

Our Injury Management Principles:

1. Delivering cost effective claims management by proactively facilitating recovery from injury and the return to work process.
2. Achieving optimal outcomes by ensuring that:
 - A working relationship is established with all key stakeholders through effective communication;
 - All claim decisions are made in a strategic and timely fashion; and
 - An adversarial, litigious approach to claims management is avoided.
3. Holding the expectation that all stakeholders share our commitment to early intervention:
 - By supporting the implementation of injury management strategies; and
 - Accepting responsibility for the provision of suitable duties to assist in the return to work process.

Allianz' Injury Management Program has been approved by WorkCover Tasmania based on the requirements of the *Workers Rehabilitation and Compensation Act 1988 (The Act)*. This abridged version of the Injury Management Program has been developed to assist employers in meeting their legislative requirements and maximising outcomes.

Allianz is committed to reducing the cost and duration of workers compensation claims. Employers are encouraged to assist by developing practices to promote a safe working environment and to support injury management. An injury management focus to workers compensation claims ensures that strategic decisions occur at critically effective times during the life of the claim.

Injury management is a collective term that integrates all aspects of treatment, rehabilitation, return to work and employment management practices. Allianz' Injury Management Program establishes a system to achieve a timely, safe and durable return to work and recovery for an injured worker, following a workplace injury.

Allianz's team of claims specialists include:

Role	Primary Responsibility
Case Manager (CM)	Is the dedicated claim contact, responsible for achieving the most cost effective claim outcome.
Injury Management Coordinator (IMC)	Maintains and implements Allianz' Injury Management Program to ensure legislative requirements are met and to promote an injury management focus to workers compensation claims management.
Claim Service Officer (CSO)	Ensures timely and accurate processing of injury notification and claims as well as timely and accurate processing of employer and worker reimbursements and provider accounts.
Supervisor	Provides direction and support to team of case managers. Engagement with key stakeholders to facilitate optimum claim outcomes.
Technical Manager	Responsible for technical claims management and ensuring quality decision making across the claims team.
State Claims Manager	Has overall responsibility for the performance of the claims portfolio and claims team.

Notification

If a workplace injury has occurred, the injured worker needs to report the injury **as soon as practicable** to his/her employer, *section 32(1(a))* of the Act. The employer is then obligated to report to Allianz all injuries that have or are likely to result in time lost within three working days. Employers are required to keep a *record of injuries* in a place kept by them for that purpose in accordance with *section 33(2)*.

To enable employers to meet these requirements, Allianz has a variety of reporting mechanisms available. Allianz allocates a case manager and if the injury is significant, an Injury Management Coordinator.

Phone:	1300 360 595
Fax:	(02) 9266 7267
Email:	uw_firstreport@allianz.com.au
Online:	www.allianz.com.au

Early Contact

Allianz recognises that early contact facilitates a timely return to work. If there is a significant injury Allianz will commence contact with the employer, injured worker, and the primary treating medical practitioner within three working days.

A <i>significant injury</i> is defined as a workplace injury likely to result in the worker being totally and/or partially incapacitated for work more than five working days.

Provisional Payments

Pending receipt of a claim for compensation, Allianz advocates the funding of appropriate pre-liability treatment as part of Allianz' early intervention practices. These payments can assist to attain cooperation and facilitate recovery. Any payment or course of action approved in relation to an injured worker for treatment, rehabilitation, retraining, employment, or the arrangement and provision of these services, is not an admission of liability where liability for the claim has not been formally decided.

Provision of Suitable Duties

Return to work options should be considered in consultation with the employer, worker and primary treating medical practitioner. Where assistance is required, workplace rehabilitation can be arranged and a workplace/suitable duties assessment should assist to identify different return to work options available to the worker.

The employer is encouraged to create, maintain and distribute a general duties list to all relevant stakeholders. This will assist with the immediate

implementation of a Return to Work Plan or an Injury Management Plan. Allianz will support the employer to provide this list of duties at inception and renewal of the policy, as per *section 97(6A)*. The employer may use the "Register of Alternate Duties within the Workplace" form available on the WorkCover Tasmania website.

Return to Work Plan

It is a legislative requirement that a Return to Work Plan be established where a worker has or is likely to be totally and/or partially incapacitated for work for more than five days, but less than 28 days. Allianz must establish the Return to Work Plan in consultation and agreement with the employer, the injured worker and the primary treating medical practitioner.

The legislation requires that Allianz, the employer and the injured worker agree to and comply with the obligations imposed under the Return to Work plan in accordance with *section 143E* of the Act.

Injury Management Plan

The Injury Management Plan is an objective plan for coordinating and managing the implementation of injury management strategies. It addresses all aspects of injury management that relate to the injured worker's injury, treatment and return to work, and communicates this information to those who are involved in the management of the injured worker.

It is a legislative requirement that an Injury Management Plan be established where a worker has or is likely to be totally and/or partially incapacitated for work for 28 days or more. Allianz must establish an Injury Management Plan in consultation and agreement with the employer, the injured worker and the primary treating medical practitioner.

The legislation requires that Allianz, the employer and the injured worker agree to and comply with the obligations imposed under the Injury Management Plan in accordance with *section 143E* of the Act.

Reviewing the Plans

The Return to Work Plan will be reviewed within four weeks of the development of the plan – this will lead to either the finalisation of the Return to Work Plan in cases where the worker has returned to work, or the development of an Injury Management Plan if the worker remains incapacitated for work.

The established Injury Management Plan is systematically reviewed at scheduled review points that occur at six, 12, 18, 26 and 38 weeks and quarterly thereafter. Additional manual review points are according to the status and severity of the injury, motivation of the worker, workers compensation certification dates and return to work status, and as developments occur. While the

worker remains totally or partially incapacitated, the Injury Management strategies will be reviewed by the Injury Management Coordinator and modified according to the progress of the injured worker and the status of the claim.

In these circumstances, the Injury Management Plan will be updated and forwarded to all parties. With any amendment to the Injury Management Plan as a result of the review, agreement will be sought from all parties with regards to participation and compliance with the plan.

Workplace Rehabilitation

The injury may be referred for specialised assistance from an accredited Workplace Rehabilitation Provider. Workplace Rehabilitation services are the services that are available to employers and/or injured workers to assist in a timely, safe and durable return to work. Allianz recognises the importance of making appropriate rehabilitation referrals and will make the referral in consultation with those directly involved, e.g. the employer. Referrals may also be made at the doctor, the employer or the injured workers' request.

Procedure for Managing Disputes

Allianz is committed to the prevention of disputes through maintaining communication with key stakeholders and will endeavour to conduct transparent, consultative decision-making.

The Injury Management Coordinator will make all attempts to resolve disputes in relation to injury management. Allianz will, as soon as possible after making a significant decision regarding the injury management of a worker, notify the worker of the decision and the reasons for the decision. Should a dispute arise, there is the expectation that the worker's employer will advise Allianz that there is an injury management dispute.

Allianz will ensure that each of the following stages are followed when addressing any dispute:

Stages	Allianz Activity
Stage One	The Injury Management Coordinator is notified of a dispute relating to rehabilitation or return to work as soon as possible. Notification can be made by the injured worker, the employer, the Workplace Rehabilitation Provider or the case manager. Allianz will encourage discussion directly between the parties who may be able to come to their own workable resolution and understanding.
Stage Two	The Injury Management Coordinator will attempt to informally mediate between parties to the dispute and/or will discuss the matter individually with each party to identify the cause and propose a resolution that may be agreed to by each party. The Injury Management Coordinator is to ensure attempts are made to resolve the dispute at the earliest opportunity.
Stage Three	In the absence of reaching an agreement, the matter will be referred to the Tribunal for conciliation, in an effort to progress injury management and/or the claim. Conciliation will occur as quickly as possible and be conducted according to the Workers Rehabilitation and Compensation Tribunal guidelines. If the matter is an issue in relation to Allianz' rejection of a worker's claim for compensation, the matter requires resolution through arbitration (Stage Four).
Stage Four	If the matter was not resolved at conciliation, or relates to Allianz' rejection of a worker's claim for compensation, the matter may be referred for a formal hearing at the Workers Rehabilitation and Compensation Tribunal. The Tribunal is to aim to provide its determination on the dispute within 28 days of the completion of the conciliation phase.

Obligations that are outlined include:

Employer Obligations	Injured Worker Obligations
1. Maintain a <i>Register of Injuries</i> accessible to all workers at each workplace in accordance with <i>section 33(2)</i> .	1. Tell the employer if they have received a workplace injury as soon as practicable after being injured in accordance with <i>section 32</i> .
2. Establish a Summary of the Provision of the Act and display it in each workplace in accordance with <i>section 152</i> .	2. Nominate a doctor or medical practice that is prepared to take part in the development of, and in the arrangements under, the <i>Injury Management Plan</i> in accordance with <i>section 143G(1)</i> .
3. Maintain and comply with an approved Injury Management Program consistent with the Allianz Injury Management Program in accordance with <i>section 142</i> .	3. Authorisation of the primary treating medical practitioner to provide relevant information to Allianz/employer for the purpose of managing the injury and the workers compensation claim in accordance with <i>section 143G(3(b))</i> .
4. Advise a worker who has given notice of an injury in writing that they may make a claim for compensation, setting out the requirements for making a claim in accordance with <i>section 33A</i> .	4. Take part and cooperate in the establishment of their <i>Return to Work</i> and/or <i>Injury Management Plan</i> in accordance with <i>section 143E</i> .
5. Notify Allianz within three working days after becoming aware that a worker has received a workplace injury in accordance with <i>section 143A(1)</i> .	5. Comply with the obligations imposed under the <i>Return to Work</i> or <i>Injury Management Plan</i> , including any obligation to receive medical or surgical treatment or take part in rehabilitation in accordance with <i>section 143N</i> .
6. Take part and cooperate in the establishment of a <i>Return to Work</i> and/or <i>Injury Management Plan</i> for the worker and comply with the reasonable obligations imposed under the Plan in accordance with <i>section 143E</i> .	6. Provision of up to date medical certificates detailing their certification of fitness for work in accordance with <i>section 143I</i> .
7. Provide suitable alternate duties for the injured worker to perform, and so far as reasonably practicable in accordance with <i>section 143M</i> .	7. Making reasonable efforts to return to work with their pre-injury employer as soon as possible.
8. Notify Allianz within three working days of receipt of a claim for compensation and forward all documentation received in relation to a claim upon receipt to Allianz within five days of receipt in accordance with <i>section 36</i> .	8. Attend independent medical examinations arranged and as advised by Allianz in accordance with <i>section 90A</i> .
Allianz' Obligations	
1. Implement and give effect to the Injury Management Program by complying with the obligations under the Program and ensuring that employers are aware of their obligations and requirements under the Program in accordance with <i>s142</i> .	
2. Establish and give effect to a <i>RTW plan</i> and/or <i>Injury Management Plan</i> in accordance with <i>section 143E</i> .	
3. Contact the injured worker, employer and primary treating medical practitioner (if applicable) within three business days of being notified that a workplace injury is <i>significant</i> .	
4. Keep the worker informed of any significant steps proposed or taken for the injured worker under the <i>Return to Work</i> or <i>Injury Management Plan</i> in accordance with <i>section 143P</i> .	
5. Promptly pay service, medical and treatment providers for their reasonable services performed or conducted as a result of the workplace injury.	