

Injury Management Goals & Objectives

Purpose

This document sets out our organisation's injury management goals and objectives, aligned with the Accredited Employers Programme (AEP) Performance Monitoring Targets. By defining clear targets and action plans, we aim to support timely, effective management of workplace injuries, promote injured employees' confidence, and facilitate sustainable returns to work.

1. Timeliness of Cover Decisions for Non-Complicated Claims

Goal: Ensure prompt cover decisions for non-complicated injury claims.

Objective 1.1: 50% of non-complicated cover decisions made within 8 days of claim receipt.

Action Steps:

- Establish streamlined claim intake and triage processes.
- Ensure timely delivery of information to Wellnz (within 2 days)
- Approval of claims within 0.5 days of cover decision receipt

Responsibility: Safety Specialist + Operational teams + Wellnz

Measurement: Wellnz dashboard

2. Timeliness of Cover Decisions for Complicated Claims

Goal: Deliver timely cover decisions for complicated injury claims.

Objective 2.1: 50% of complicated cover decisions made within 62 days of claim receipt; 100% of claims have documented activity (decision or extension) within 62 days.

Action Steps:

- Prompt delivery of all necessary information to Wellnz (Within 2 Days)
- Weekly Review of injury claims report
- Monthly Review with Wellnz case manager

- Ensure specialist appointments and scans are approved within 0.5 days upon receipt of request

Responsibility: Safety Specialist + Wellnz

Measurement: Wellnz Dashboard

3. Timeliness of First Weekly Compensation Assessment

Goal: Provide injured employees with timely financial support.

Objective 3.1: 50% of first weekly compensation assessments/payments completed within 10 days or the later of incapacity start date or cover decision date.

Action Steps:

- Ensure payroll teams are adequately trained and staffed
- Ensure other goals are met, giving adequate time for processing
- Monitor and report assessment turnaround times.

Responsibility: Safety Specialist + Internal Payroll + Wellnz

Measurement: Wellnz dashboard

4. Timeliness of Initial Individual Rehabilitation Plan (IRP)

Goal: Initiate rehabilitation planning early to support recovery.

Objective 4.1: 80% of initial IRPs finalised within 28 days of the later of first incapacity date or cover decision date.

Action Steps:

- Ensure Wellnz has full information to ensure prompt engagement
- Internal management respond promptly to requests from Wellnz regarding duties/ alternative duties – or other opportunities.

Responsibility: Wellnz + Internal Recruitment Teams

Measurement: Wellnz dashboard

5. Average Number of Days from First Incapacity to Full Return to Work

Goal: Reduce the length of incapacity periods.

Objective 5.1: Achieve an average of 63 or fewer incapacity days per claim.

Action Steps:

- Implement early intervention strategies (e.g., modified duties, workplace assessments).
- Engage line managers in return-to-work planning.
- Monitor individual case progress and adjust interventions as needed.
- Maintain close contact with persons recovery at work and at home
- Ensure placements are waiting for staff at the end of medical certificates

Responsibility: Line managers + Safety Specialist + Wellnz

Measurement: Monthly analysis of incapacity days per claim.

6. Workers' Level of Satisfaction with Claim Management

Goal: Ensure high satisfaction with the injury management process.

Objective 6.1: TBC

Action Steps:

- Design and distribute a claim-management satisfaction survey post-closure.
- Analyse feedback for trends and improvement areas.
- Share survey results with teams and incorporate feedback into training.

Responsibility: TBC

Measurement: TBC

Review & Continuous Improvement


- Performance against these objectives will be reviewed monthly by Safety Specialist and COO.
- Targets and improvement initiatives will be adjusted annually (or sooner) based on data trends and stakeholder feedback.

Approval:

Senior Manager: Ian McPherson


_____ 04/08/25

Committee Representative: Cam Rattray


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