

Amalgam Recruitment Injury Management and Rehabilitation Policy

Amalgam is committed to assisting injured workers to return to work as soon as medically appropriate and will adhere to the requirements of:

- Workers' Compensation and Injury Management Act 1981 (WA)
- Workers' Compensation and Injury Management Regulations 1982 (WA)
- Work Health and Safety legislation applicable in Western Australia
- Guidance issued by WorkCover WA

in the event of a work-related injury or illness. Management supports the injury management process and recognises that success relies on the active participation and cooperation of the injured worker. Whenever possible, suitable duties will be arranged internally having regard for the injured worker medical restrictions.

Amalgam Injury Management System

This injury management system has been developed to support Amalgam Management and Rehabilitation policy. It outlines the steps to be taken to assist a worker to return to work following a work-related injury or illness. The expected injury management outcomes in order of priority are:

1. Return to same position with Amalgam
2. Return to new position with Amalgam
3. Return to a position with another organisation

The injury management system will be implemented at the time a worker reports a work related injury or illness and will continue until a full return to work has been achieved or is no longer a realistic goal, as determined in consultation with the employee, the nominated rehabilitation provider, treating medical practitioner and the work cover authority.

It has been developed in consultation with employees and managers and will be reviewed at regular intervals for effectiveness and legislative compliance. The Directors are responsible for the day-to-day implementation of the injury management system. Support is provided by Amalgam nominated rehabilitation provider. All workers are expected to participate in and support the injury management system. Workers retain the right to choose a treating medical practitioner and approved vocational rehabilitation provider (if one is required) following consultation with Amalgam and treating medical practitioner.

Injury Management Steps

In the event of an injury or work-related illness affecting an Amalgam employee, the following steps must be adhered to.

1. Incident report

The affected worker must report a work-related injury & illness to their host client supervisor and Amalgam manager as soon as possible after occurrence.

2. First aid & access to medical treatment

The host client supervisor or Amalgam manager ensures first aid is provided and if required, assists the injured worker to obtain medical treatment as soon as possible.

3. Provision of information to the worker and treating medical practitioner

If medical treatment is required, the Amalgam manager provides the worker with the injury and claims management pack, explains the contents, including the worker advised of the Amalgam injury management system and availability of alternative/ restricted duties.

4. Claim form completion and lodgement.

- a. The Amalgam manager provides the worker with a 2B claim form, assists with completion if required, completes the employer report and submits claim forms, medical certificates, and accounts to Amalgam.
- b. The worker must submit medical certificates and accounts along with completed 2B claim form to Amalgam manager as soon as possible following the first medical appointment.

5. Communication between key parties

The Amalgam manager contacts the worker as soon as possible following the first medical appointment and maintains contact at least weekly until a return to full hours and duties has been achieved. Communication with the treating medical practitioner and other treating professions will occur if the need is indicated by the practitioner, worker or Amalgam manager or clarification of any aspect of medical management or work capacity is required.

6. Establishing return to work (RTW) goals and required injury management interventions.

The Amalgam manager in consultation with the injured worker, insurer and rehabilitation provider and following review of medical certification, will identify realistic return to work goals and injury management interventions required to assist return to work.

7. Development of RTW programs

RTW programs will be developed by the Amalgam manager and injured worker with assistance from the rehabilitation provider whenever the employee is fit to return to work in some capacity within the original host client other than to the full hours and duties of the pre-accident position.

8. Referral to approved vocational rehabilitation providers (AVRP)

The injured worker will be referred to an approved vocational rehabilitation provider when return to a position within the Amalgam or the original host client is not a realistic goal, or it has been agreed between the Amalgam manager treating medical practitioner and employee that referral is required to achieve a return to work.

9. Monitoring of progress

The Amalgam manager in consultation with the worker, treating medical practitioner, insurer and AVRP will monitor the worker goal. The RTW goal and program will be amended as required.

10. Communication with insurer

The Amalgam manager will maintain contact with the insurer on a regular basis and when any significant changes, including medical status or work capacity of the employee arise. The insurer is responsible for the management of the claim and communicating critical claims decisions to both the Amalgam manager and worker. Claims review will be conducted on a regular basis.

11. Documentation

The Amalgam manager will document all RTW programs and updates and provide copies to the injured employee, insurer and treating medical practitioner.

Issue Resolution

If the worker has an injury or claims management issue it should be referred to the Amalgam manager for resolution. If unresolved the matter should be escalated to a union representative, or the Work Cover Info Line - 1300 794 744.

Approved by

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Approved: 18th December 2025