

Injury Management Policy

“We are committed to assisting our staff to return to their pre-injury duties as soon as possible through effective support and professional case management.”

Core principles

- We facilitate timely, safe and effective incident management processes and emergency responses.
- We manage injury claims professionally and respectfully.
- We offer a range of counselling and support services, available through our Employee Assistance Program.
- We adopt a team approach in which all parties involved are encouraged to participate in good faith.

To achieve these principles we ...

- ensure that we comply with all relevant legislation, codes of practice, and Australian and industry standards
- ensure incident management processes and emergency response plans are implemented, understood and practised
- implement a workplace Return To Work program in consultation with the employee and medical and rehabilitation service providers where applicable
- provide the injured employee with meaningful and productive work where possible
- continually improve our quality assurance performance and systems through the Plan–Do–Review process
- provide our leaders and team members with relevant education and training to improve their awareness, knowledge and practices
- identify, report, investigate and resolve all incidents and take action to prevent recurrence
- maintain all relevant documentation to demonstrate compliance and facilitate process improvement
- assess our suppliers' and subcontractors' abilities to operate within the same framework.

Leadership commitment

I am committed to ensuring that this policy is communicated, understood, accepted and successfully implemented.



Andrew Millar
MANAGING DIRECTOR