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# Injury management self audit tool results

- 1 - Management Commitment - 87.5%
- 2 - Consultation - 83.3%
- 3 - Training and Education - 62.5%
- 4 - Early Intervention and Return to Work - 100 %
- 5 - Document, Report and Improve - 50 %

1 - Management Commitment: 87.5%



2 - Consultation: 83.3%



3 - Training and Education: 62.5%



4 - Early Intervention and Return to Work: 100%



5 - Document, Report and Improve: 50%





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# 1 - Management Commitment

## Results

You have a robust, effective and proven system and your managers are invested in injury management. You devote sufficient time and resources into injury management and you have an engaged workforce.

## Next steps

- 1 Regularly review your system to ensure its currency and effectiveness.
- 2 Keep managers engaged in the process by regular recognition of their efforts.
- 3 Make sure the return to work coordinator is keeping up with his or her jobs and has enough time to do them effectively.

# 2 - Consultation

## Results

You have a proven effective consultation process which is utilised throughout the business. You consult with your workers on a regular basis and include them in all decisions that may affect them.

## Next steps

- 1 Regularly review your consultative mechanisms to ensure currency and effectiveness.
- 2 Make sure you continue to engage your workforce and adapt your system to any changes.
- 3 Periodically test (e.g. survey) your workplace to confirm that the workforce feels that they are consulted effectively.

# 3 - Training and Education

## Results

You are aware that training is an important part of business and you have the foundation of a training system in place. There may be some gaps in the record keeping in the system or it may be that once training is performed it is not systematically updated to ensure its

currency and relevance to the business. Induction may be incomplete or inadequate with respect to injury management.

## Next steps

- 1 Make sure your training records are kept up to date and regularly review your training needs to ensure currency. You can use the same system to diarise updates and reviews as necessary. It is simple to cover all of the training and update requirements in a single document or system. You may build a spreadsheet yourself or purchase one of the many commercial products available.
- 2 Review the injury management portion of the induction and update it to reflect your policies and procedures. Make sure there is emphasis on the importance of return to work and the value of employees to the business.

## 4 - Early Intervention and Return to Work

### Results

You have a successful and embedded early intervention and return to work system. You have a clear line of responsibility in the business and your supervisors and workers are fully trained in their roles and responsibilities. You have a strong relationship with a nearby medical clinic (where possible).

### Next steps

- 1 Regularly review your system to ensure its currency and effectiveness.
- 2 Regularly interrogate the system to ensure that everyone is aware of and is performing their roles within the system. This is especially important where there are new supervisors and staff.

## 5 - Document, Report and Improve

### Results

You have a formal system in place but it may not be fully integrated into your other business systems. In practice your documents are well controlled but it may be that there is not restricted access and there may be some doubling up of procedures or unauthorised editing. You may informally review incidents but there is no systematic approach to analysis and addressing of emerging trends.

You may not have a robust system of internal audit or the audit may not be used properly to address system and practice issues. Your system of goal and KPI setting may not be

sophisticated or properly targeted based on your own business needs.

## Next steps

- 1** Consider your business structure and how it operates. Integrate your injury management into your other systems. Make injury management part of what you do rather than a legislative obligation.
- 2** Set goals, targets and KPIs for your injury management system and make sure you report on them regularly. The frequency of reporting will be dependent on the size of the business but should ideally be no less than quarterly. Review your goals annually based on previous and desired performance and never set goals that you cannot achieve. Remember KPIs are there to let you know that there may be a problem developing and to allow you to make adjustments before issues become big.
- 3** When you identify issues or set programs to reduce injuries/incidents place your actions on an action plan. This will assist management with ensuring required actions are completed and provide a record of actions and time taken to address issues. They can also assist with making sure actions are consistent with business requirements and that accountabilities are maintained.

## Need more help?

Email [injuryprevention@rtwsa.com](mailto:injuryprevention@rtwsa.com) for questions about this self-assessment or for assistance with management systems development.

Email [coordinators@rtwsa.com](mailto:coordinators@rtwsa.com) for information about the role of a return to work coordinator and certificate training.

## Claims agents

EML

Phone: 08 8127 1100

Toll free: 1800 688 825

Fax: 08 8127 1200

[info@eml.com.au](mailto:info@eml.com.au)

[www.eml.com.au](http://www.eml.com.au) 

GPO Box 2575 Adelaide SA 5001

Gallagher Bassett

Phone: 08 8177 8450

Toll free: 1800 774 177

Fax: 08 8177 8451

[GBAUSouthAustraliaReception@gbtpa.com.au](mailto:GBAUSouthAustraliaReception@gbtpa.com.au)

[www.gallagherbassett.com.au](http://www.gallagherbassett.com.au) 

GPO Box 1772 Adelaide SA 5001

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ReturnToWorkSA

400 King William Street, Adelaide SA 5000

GPO Box 2668, Adelaide SA 5001

P: 13 18 55 | E: [info@rtwsa.com](mailto:info@rtwsa.com) | W: [www.rtwsa.com](http://www.rtwsa.com)



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