



First Call Support

What to do if there's an injury at work

APM's First Call Support provides advice and support to employers dealing with workplace injuries, which are likely to become workers' compensation claims.

Our service aims to address all first call activities within five days of an injury taking place.

This checklist offers a guide of what workers across your organisation should do in the event of an injury.

1 Report the injury or illness

Worker

- ✓ Report all near misses and health and safety concerns to a supervisor or manager
- ✓ If you sustain an injury or illness within the workplace, report this to a supervisor or manager as soon as possible
- ✓ Seek immediate first aid medical treatment if required

Supervisor or manager

- ✓ Support the injured worker, ensuring first aid is provided
- ✓ Secure and make safe the accident scene, provide support to co-workers and contact appropriate management and support staff
- ✓ Organise transport to a medical centre or hospital emergency department
- ✓ Accompany or arrange someone to travel with the injured worker
- ✓ Provide support to co-workers, arrange a replacement employee as required, informing customer contacts
- ✓ Contact your insurer, your broker and APM First Call Support as appropriate

3 Prepare and submit claim application

Supervisor and/or First Call Support consultant

- ✓ Assist the injured worker to finalise their claim application
- ✓ Include the First Medical Certificate, confirming suitable duties are available and in line with any medical restrictions
- ✓ Collect wage information, confirm compensable weekly wages and assist with wage reimbursement for the claim
- ✓ Complete and submit a wage reimbursement for lost time as required
- ✓ Complete the Employer's Report
- ✓ Complete and submit an expenses reimbursement for any treatment or out of pocket costs funded by the employer
- ✓ Submit claim form to the appointed insurer within three days of receiving the First Medical Certificate
- ✓ Contact the insurer to discuss any challenges or problems with the claim and agree and confirm the worker's return to work

2 Obtain a medical assessment

Injured worker

- ✓ Attend all medical, imaging and allied health treatment appointments
- ✓ Maintain regular contact with the supervisor and your APM First Call Support consultant, providing updated monthly medical certificates

Supervisor and/or First Call Support consultant

- ✓ Support the injured worker, attend the first medical assessment with the treating doctor, and confirm if it is a work-related injury
- ✓ Contact the injured worker, every second day while they remain unfit for work, providing support and connection
- ✓ Provide the treating doctor with information on job tasks, suitable duties and assist with return to work planning
- ✓ Obtain a First Medical Certificate from the injured worker confirming diagnosis, prognosis, hours of work, suitable duties, medical restrictions, treatment requirements, medication, a timeframe to return to work, confirming a return to pre-injury duties and hours
- ✓ Confirm all dates and times for follow up medical appointments as required

4 Claim accepted with ongoing management

Supervisor and/or First Call Support consultant

- ✓ Make an appointment with a doctor and injured worker, as well as your APM First Call Support consultant and your employee's supervisor to develop a Return to Work Program
- ✓ Forward the medically signed Return to Work Program to the manager and other appropriate parties
- ✓ Confirm the return to work date and any limitations on hours and duties, or required changes to work environment (we can assist with Return to Work Program support and ergonomic assessments)
- ✓ Monitor progress with allied health treatments and medical appointments during the Return to Work Program
- ✓ Arrange and attend monthly medical reviews with the worker and doctor, to review your worker's progress
- ✓ Monitor the worker's progress and updates on the Return to Work Program, upgrading to pre-injury capacity
- ✓ Maintain regular communication with all parties as your worker completes the Return to Work Program
- ✓ Obtain and confirm a Final Medical Certificate and commence claim finalisation with the insurer and other parties, as required