

Workers Compensation Checklists

Basic checklist of what to provide the injured worker with, if there is an injury in the workplace	Complete
First aid and/or transport to medical treatment	<input type="checkbox"/>
Name of the insurer	<input type="checkbox"/>
Employer name and employer contact details	<input type="checkbox"/>
A claim form, if requested by the worker	<input type="checkbox"/>
Checklist of basic information to be reported to your insurer	
Notify incident to the insurer within the required timeframe	<input type="checkbox"/>
Your workers compensation policy number	<input type="checkbox"/>
The injured employee's name, contact telephone number, address, date of birth and if an interpreter is required	<input type="checkbox"/>
Injury details including the date, time, location and description of the injury, and details of how it happened	<input type="checkbox"/>
Confirm the name and contact details of the employer and provide the name, position and contact details of the person making the initial notification	<input type="checkbox"/>
Name of the treating doctor and/or name of the hospital if the worker is hospitalised	<input type="checkbox"/>
Contact details of any witnesses	<input type="checkbox"/>
Relevant medical certificate(s), if provided by the injured worker should be sent to the insurer within seven days	<input type="checkbox"/>
Ongoing medical certificates, receipts and accounts for medical or other treatment should be sent to the insurer within seven days of receipt	<input type="checkbox"/>
The insurer should provide you with an incident/reference number and you should keep this number for your records.	<input type="checkbox"/>
Some insurers have a telephone reporting service. When basic information on a claim is provided over the telephone, they may send you a partially completed claim form and a claim form for the injured worker to complete, based on the information provided.	<input type="checkbox"/>
Checklist for creating an injury reporting plan	

Prepare lists of potential concerned persons in advance, by considering:	
Who secures the work site?	<input type="checkbox"/>
Who liaises with affected employees?	<input type="checkbox"/>
Who liaises with the WHS/OHS statutory authority, the police and other emergency service organisations?	<input type="checkbox"/>
Who prepares and controls any relevant documents?	<input type="checkbox"/>
Who gathers the facts about the incident?	<input type="checkbox"/>
Who liaises with the media and other agencies?	<input type="checkbox"/>
Include home addresses and mobile phone numbers in each case	<input type="checkbox"/>
Remember that many other parties may be affected by the incident: employees, their families and relatives, police, other emergency service organisations, WHS/OHS statutory authority, contractors, consultants (such as engineers cognisant with the work equipment/plan in question), the media and unions (who may insist on right of entry to the workplace).	<input type="checkbox"/>
Checklist for conducting an internal investigation	
The essential outcome must be a clear statement of the injury and the cause	<input type="checkbox"/>
Interview the injured worker and record the events that led to the injury and how the injured worker says the injury occurred	<input type="checkbox"/>
Interview any witnesses to the injury	<input type="checkbox"/>
Consider closely the statements collected and identify any agreed facts and any dispute on the facts. If there are any disputed facts, gather statements from other witnesses and other relevant evidence to resolve the dispute.	<input type="checkbox"/>
Identify and examine the causal factor(s)	<input type="checkbox"/>
Separate the facts from speculation and opinions	<input type="checkbox"/>
Be impartial and objective, avoiding judgment and blaming	<input type="checkbox"/>
Ensure communication is clear and careful	<input type="checkbox"/>
Find out what documents are relevant	<input type="checkbox"/>
Ascertain whether WHS reporting requirements have been implemented	<input type="checkbox"/>
Ascertain whether a breach of employer policy or procedure has occurred	<input type="checkbox"/>

Make a finding as to how the injury occurred and what caused the injury	<input type="checkbox"/>
Make recommendations as to corrective outcomes, that is focus on how future similar incidents can be prevented	<input type="checkbox"/>
Implement the recommendations	<input type="checkbox"/>
Checklist for notifying your State's WHS/OHS Statutory Authority	
Check the statutory period for notifying your WHS/OHS Authority, which depending on circumstances will sometimes be immediate. Online notification is available in many jurisdictions but should not be used where immediate notification is required for 'serious incidents'. In some jurisdictions, if you contact your insurer, it may notify your WHS/OHS Authority for you, you should confirm this with your insurer.	<input type="checkbox"/>
WHS/OHS Authority inspectors have powers that are broader than police powers in respect of workplaces. They can include the power to:	
Enter and search workplaces — the inspector must carry a permit and you should ask to see it	<input type="checkbox"/>
Inspect, measure, test and photograph objects, etc	<input type="checkbox"/>
Take objects, materials or samples of them away for analysis	<input type="checkbox"/>
Require people to produce documents, give evidence and answer questions	<input type="checkbox"/>
Issue notices under the relevant State's WHS/OHS Act, for example giving details of the types of documents they require	<input type="checkbox"/>
Checklist for documents which may be requested	
Where documents are requested, ask that the request be made in writing and be specific. Whilst inspectors can seek documents without putting their request in writing, explain that you want to provide accurate and relevant information and may need some time to collate it.	<input type="checkbox"/>
Keep copies of any documents you give to the WHS/OHS Authority inspector. For example, in New South Wales, the Statutory Authority — WorkCover may elect to prosecute an employer up to two years after an incident occurs. This in turn could take a year or so to reach the court. Recollections after almost a three-year period can be difficult, so get the facts on record at the time and keep a record.	<input type="checkbox"/>
Legal privilege: in some instances a document can be withheld from the WHS/OHS Statutory Authority on the ground of legal professional privilege.	<input type="checkbox"/>

This is not often the case, but where the document has been created in order to obtain legal advice, or in preparation for litigation, before providing it, seek advice.	
Other	
Complete your workplace register of injuries as soon as possible	<input type="checkbox"/>
Request employee to provide a medical certificate supporting any absences and opining a cause for the injury/illness	<input type="checkbox"/>
Maintain a workers compensation insurance policy	<input type="checkbox"/>
Do not dismiss an injured employee without first seeking legal advice and consulting with your insurer	<input type="checkbox"/>
Provide all requested documents to your insurer	<input type="checkbox"/>
Liaise with the employee's return to work co-ordinator	<input type="checkbox"/>
Endeavour to return the employee to work	<input type="checkbox"/>
Keep records of the employees' absences from work	<input type="checkbox"/>
Continue to obtain up-to-date medical certificates indicating the employee's capacity to work and restrictions	<input type="checkbox"/>