



Self-insured injury management standards Guidance Notes

November 2022

Version 4

Disclaimer

This publication is:

- A guide for use by ReturnToWorkSA evaluators in assessing self-insured employer systems against the injury management standards.
- A reference document for self-insured employers to inform of what ReturnToWorkSA will ordinarily consider when assessing performance against the injury management standards.
- Not intended as a substitute for the requirements of the *Return to Work Act 2014* or the *Code of conduct for self-insured employers*, and.
- Information produced by ReturnToWorkSA Corporation of South Australia in this publication is correct at the time of printing and is provided as general information only. In utilising general information about workplace health and safety and injury management, the specific issues relevant to your workplace should always be considered.

Introduction

Performance against the injury management standards is one of the considerations ReturnToWorkSA has regard to when deciding whether to grant, renew, reduce or revoke a period of registration as a self-insured employer.

The primary objectives of the Injury Management Standards are to provide a framework from which a self-insured employer's exercise of its delegated powers and discretions can be evaluated.

The Injury Management Standards focus on a self-insured employers:

- maintenance of systems to ensure legal compliance
- equitable management of claims for compensation and return to work activities
- effective early intervention and return to work processes
- provision of quality services that optimises recovery and return to work
- timely decision making on claims and the provisions of benefits and ensuring a high level of compliance with relevant legislative requirements
- effective communication and consultative arrangements to support return to work outcomes and to minimise the number of applications for review; and
- The financial integrity of the scheme.

The standards follow similar design principles to that of a business management system.

A self-insured employer will relevant to maintaining legal compliance, administration of claims and management of recovery and return to work need to:

- Develop and implement policies, procedures and other materials which direct achievement of obligations and responsibilities under the *Return to Work Act 2014*, Code of conduct for self-insured employers, and other relevant requirements
- Effectively implement claims and recovery and return to work processes and reasonably exercise the powers and discretions delegated under the Act
- Apply measurement, monitoring and review processes to its claims and recovery and return to work processes.

This document provides ReturnToWorkSA and self-insured employers with guidance on the information and processes that could ordinarily be expect to be applied by a self-insured employer to the management of claims and recovery and return to work.

Scoping, sampling evaluation and reporting methodologies are detailed within the Evaluation Practice Manual available on www.rtwsa.com.

Leader Self-Insured Services

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Standard 1: Condition of Registration as a self-insured employer

Element 1: Policies and Procedures

A self-insured employer shall define how it will:

- 1.1.1. Achieve the fundamental principles, rights and obligations within section 13 of the Act.
- 1.1.2. Exercise the delegated powers and discretion set out in Section 134 of the Act.
- 1.1.13. Meet the “Service Standards” set out in Schedule 5, Part 2 of the Act.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.1.1 Achieve principles – Section 13 of the Act	S13	<p>Injury management documents must align to the following:</p> <ul style="list-style-type: none"> • adopt a service-orientated approach that is focused on early intervention and the interests of workers and employers; and • seek to act professionally and promptly in everything that it does; and • be responsible and accountable in its relationships with others; and • without limiting a preceding paragraph, take reasonable steps to comply with any request made by a worker under section 15(2). <p>Plans, strategies and injury management documents must align to the following objectives:</p> <ul style="list-style-type: none"> • ensuring early and timely intervention occurs to improve recovery and return to work outcomes including after retraining (if required); and • achieving timely, evidence based decision-making that is consistent with the requirements of this Act; and • wherever possible, providing a face to face service where there is a need for significant assistance, support or services; and 	<p>Policy Procedure Standard letters Serious injury pro-forma Information Kits Flyers Notice Board Displays</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • ensuring regular reviews are taken in relation to a worker's recovery and, where possible, return to work; and • ensuring the active management of all aspects of a worker's injury and any claim under this Act; and • encouraging an injured worker and his or her employer to participate actively in any recovery and return to work processes; and • minimising the risk of litigation. 	
1.1.2 Delegated Powers - Seriously Injured Workers	s21	Injury management documents must explain: <ul style="list-style-type: none"> • Steps to be taken to make an interim decision that an injured worker will be taken to be seriously injured where the worker has not applied. • Communication processes and steps to be taken to inform an injured worker of the application process to request an interim decision be made by the self-insurer as to whether the worker will be taken to be seriously injured. • Communication and steps to be taken to notify an injured employee whose WPI assessment in the case of a physical injury is 35% or more and in the case of a psychiatric injury is 30% or more that they have been taken to be a seriously injured worker and what entitlements are provided to a seriously injured worker. • Triggers that prompt review of serious injury eligibility. • Steps to be taken to determine seriously injured workers back pay entitlements (where applicable). • When an interim decision made under section 21 will have effect until and the processes for bringing an interim decision to an end. • What happens when a seriously injured worker makes an election under section 56A. • What happens when an interim seriously injured worker is finally assessed if they fail to meet the relevant threshold. 	Policy Procedure Standard letters Serious injury pro-forma Information Kits Flyers Notice Board Displays
1.1.2	s13	Injury management documents explain:	Rehabilitation

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
Early Intervention, recovery and return to work	s18 s19 s20 s23 s24 s25 Schedule 5 Reg 15 Reg 16 Reg 17	<ul style="list-style-type: none"> • How appropriate recovery/return to work services will be assessed and provided to ensure early and timely intervention occurs. • Steps that will be undertaken to assess, prepare, implement and review a recovery and return to work plan. (Plans must meet the requirements set out in the Regulations). • The process for review of recovery and return to work plans at the expiration of the six month period from the date on which incapacity for work first occurred and where the worker is not working to his or her full capacity. • The steps to be implemented to determine whether other return to work options need to be considered. • Methods for consultation with and involvement of the worker in these reviews. • The processes and consideration to be taken into account when developing recovery and return to work plans for seriously injured workers. • When a worker can expect to receive face to face communication and how this will occur. • Arrangements with service providers with the necessary expertise to commence and continue recovery and return to work services for workers including anticipated timeframes for commencement of those services. • How recovery and return to work strategies will be applied and monitored to maximise recovery and return to work outcomes prior to the expiry of 104 weeks of incapacity. • How restoration to the community, recovery and return to work strategies will be applied and monitored to maximise recovery and where applicable return to work outcomes for seriously injured workers <p>Injury management documents explain:</p> <ul style="list-style-type: none"> • How the employer will assess and provide suitable employment including the payment of wages for alternate or modified duties. • How the employer will respond to an application for suitable employment. • Notify a worker and ReturnToWorkSA when it has determined it is not reasonably practicable to provide suitable employment. • Provide notice of termination of employment where the employer is required to do so. 	assessment pro-forma Service agreements Memorandum of understandings

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.1.2 Determination of claim	s5 s7 s8 s10 s31 s32 s37 s38 s42 s44 s49 s55 s56 s56A s58	<p>Injury management documents explain:</p> <ul style="list-style-type: none"> • Arrangements for investigation and determination of a claim. • Arrangements for communicating to workers decisions relating to their claim. • When and how a worker’s views will be sought prior to determination of an entitlement. • Notification to the worker, including rights to lodge a notice seeking an expedited decision. • Where the investigation involves a request to be examined by a recognised Health Practitioner, how the worker will be provided written notification of the appointment including information on the consequences should they fail or refuse to provide information or submit to an examination. • Timeframes for the review of claims to ensure determination of claims as expeditiously as reasonably practicable, including <ul style="list-style-type: none"> ○ The timeframe for determining a claim. ○ Action to be taken when a claim cannot be determined within 10 business days of receipt. ○ Written notification process to the worker, including information required by regulations. • How entitlements to income support (including AWE (Average Weekly Earnings), hours worked factor, prescribed benefits and allowances) will be calculated and recorded within the claim file and determination letters. • How Federal minimum wages are considered in the calculation of entitlement where relevant. • How entitlements will be calculated taking into account prior redemptions or deeds of release. • The process for calculating entitlements taking into account the effect of adjustments through the passage of time, prior redemptions, deeds of release, earnings, retiring age, etc. 	<p>Policy Procedures Standard letters Investigation pro-forma Investigation reports AWE calculation tools Interim Performa’s Monitoring tools (e.g. used to monitor step downs)</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • The type of interim payments that will be paid, including the method for determining the rate of income support payments, and any restrictions or limits applying to medical expenses. • Written notification process for the offer, commencement, and cessation of interim payments including explanation of recovery provisions. • How a claim will be re-determined where applicable. • The processes for monitoring, determining and applying all legislative entitlements relating to economic loss, and non-economic loss lump sum payments. • The process and form for electing to take an economic loss payment pursuant to s56A of the Act. 	
1.1.2 Medical Expenses	s33 s34 s35 s62 s63 Reg 21 Reg 22 Reg 23 Reg 24 Reg 25	Injury management documents explain: <ul style="list-style-type: none"> • The process for assessing, approving, claiming and rejecting a medical expense. • The timeframe that can ordinarily be expected for reimbursement or payment of medical expenses. • How a provider will be notified and informed of their rights when charges have been disallowed or reduced. • The notification and approval process for services that are approved in advance of the costs being incurred • How and when an injured worker will be informed of the end of an entitlement period relating to medical expenses. • The process for: <ul style="list-style-type: none"> ○ Claiming and assessing entitlements to compensation for property damage. ○ Making payment of funeral benefits. ○ Making payment for counselling services. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training material
1.1.2 Weekly payments	s39 s41	Injury management documents explain: <ul style="list-style-type: none"> • How entitlement periods will be monitored and changes to entitlements communicated to a worker (serious and non-serious injury claims). 	Policy Procedures Calendars

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
	s42 s44 s59 Reg 27	<ul style="list-style-type: none"> • The Provision of written notification of a decision to the worker at least 14 days prior the end of the first designed period informing them of the 80% adjustment to designated weekly payments. • The Provision of written notification to the worker at least 28 days prior the end of the second designed period informing them of the date weekly payments will cease. • How weekly payments are calculated, reviewed, and terminated with consideration of retiring age. • In relation to death claims, process steps involved in assessing the entitlements of dependent spouse or domestic partners or children including the review of weekly payments. <ul style="list-style-type: none"> ○ Process for determining any supplementary allowances. ○ Notification process that informs the dependent spouse and/or child of the application process seeking commutation of weekly payments. 	Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training material
1.1.2 Income support for incapacity resulting from surgery	s40 Reg 26	Injury management documents explain: <ul style="list-style-type: none"> • The process steps for determining and documenting a worker’s entitlement to supplementary income support. • How a worker will be informed of their rights to seek supplementary income support. • How and when a worker can claim for supplementary income support. • Whether the worker has “an incapacity for work” as a result of the approved surgery. • The written notification to the worker informing them of the date supplementary payments commence and cease as well as the rate of those payments, including CPI adjustments. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training material
1.1.2 Adjustments due to change from original arrangements	s45	Injury management documents explain: <ul style="list-style-type: none"> • The process steps involved when undertaking an adjustment to weekly payments. 	Policy Procedure Standard letters

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • How a worker can make a request for a review of the calculation of their average weekly earnings (and therefore the notional weekly earnings). • How a worker is advised of their rights to seek a review of the calculation of the average weekly earnings, including the manner the request must be made. • The provision of notification to the worker. • How the worker can make written representations regarding this review and when this information is required. • How provision of written notification to the worker setting out the decision, the grounds and evidence for the decision, when the decision takes effect, and the worker’s right to seek a review of the decision will occur. 	<p>Information kits Information Sheets Pro-forma Notice Board displays Intranet Training material</p>
<p>1.1.2 Review of weekly payments</p>	<p>s46 s60</p>	<p>Injury management documents explain:</p> <ul style="list-style-type: none"> • The process steps involved when undertaking a review of weekly payments. • Process that informs workers how to make a request for a review of weekly payments. • The provision of notification to the worker. • How to inform the worker of the proposed review. • How to invite the worker to make written representations regarding this review and when this information is required. • Provision of written notification to the worker setting out the decision, the grounds and evidence for the decision, when the decision takes effect, and the worker’s right to seek a review of the decision. <ul style="list-style-type: none"> ○ In relation to a death claim, define the review of weekly benefits payable on a claim where the worker is deceased. 	<p>Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training material</p>
<p>1.1.2 Economic Adjustment to Weekly Payments for Seriously Injured Workers</p>	<p>s47</p>	<p>Injury management documents explain:</p> <ul style="list-style-type: none"> • The process steps involved when undertaking a review of weekly payments made to seriously injured worker, <ul style="list-style-type: none"> ○ Provision of notification to the worker. ○ How to inform the worker of the proposed review. 	<p>Policy Procedure Standard letters Information kits Information</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • How the worker can make written representations regarding this review and when this information is required. • Provision of written notification to the worker setting out the decision, the grounds and evidence for the adjustment, when the adjustment takes effect, and the worker’s right to seek a review of the decision. 	<p>Sheets Pro-forma Notice Board displays Intranet Training material</p>
<p>1.1.2 Reduction suspension or discontinuance of weekly payments</p>	<p>s44 s48 s50 s51 s193 Reg 28</p>	<p>Injury management documents explain:</p> <ul style="list-style-type: none"> • The process steps involved in the reduction or discontinuance of weekly payments made to a worker. • Arrangements for communicating to workers decisions relating to reduction, suspension or discontinuance of weekly payments. • The provision of written notification to the worker setting out the decision to reduce or discontinue weekly payments, the ground for the decision, reference to the provision of the Act\regulation, when the decision takes effect (prescribed notice), and the worker’s right to seek a review of the decision. • Process for recommencing weekly payments (on election by the worker) when a dispute has been lodged within one month from the date of the decision (excluding any period exceeding 104 weeks). • Process for applying interest to any payment made after the dispute is resolved. • Process and considerations when seeking recovery of any weekly benefits paid to which the worker was not entitled. • How and when a non-serious injury worker will be advised of the two year period of income support and the dates on which the payments will commence and cease. • Process steps for determining entitlements during periods of leave; which includes how worker makes an application, and how the worker is notified of suspension of weekly payments for periods of leave. • Process steps involving the suspension of weekly payments to a worker who is absent from Australia for greater than 28 days, including; 	<p>Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> ○ Process steps to inform workers of the requirement to provide notice if they plan to be absent from Australia for a period greater than 28 days. ○ Provision of written notification to the worker setting out the decision to suspend weekly payments, the ground for the decision, when the decision takes effect. ● Process for discontinuance of weekly payments on retiring age. ● Process steps involved in making a determination regarding suspension of weekly payment where a worker is imprisoned. 	
1.1.2 Redemption of liabilities associated with weekly payments	s49 s53 s54 Reg 31 Reg 32	<p>Injury management documents explain process steps involved in reaching an agreement and entering into an arrangement to redeem the liability to make future weekly payments or enter into a deed of release, including:</p> <ul style="list-style-type: none"> ● Approval processes for entry into redemption offers and negotiations. ● Notification to a worker of requirements to seek professional, legal and financial advice. ● The setting of the amount of ongoing weekly payments that the redemption payment will discharge under s.49(2). ● Notification of payments to ReturnToWorkSA, Medicare and any other agency with a statutory power to recover from the workers redemption payment. ● Process steps involving in reaching an agreement and entering into an arrangement to redeem the liability to make payment of medical expenses. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials Financial Delegation Doc
1.1.2 Permanent impairment – economic loss determination	s55 s56 s56A Reg 33	<p>Injury management documents explain process steps involving in making a determination for permanent impairment – economic loss, including:</p> <ul style="list-style-type: none"> ● The method used to determine the workers entitlement taking into account the workers age, WPI (whole person impairment) and hours worked factor. ● Notifying the worker of their right to seek a review of the decision. ● Notification of payments to ReturnToWorkSA, Medicare and any other agency with a statutory power to recover from the worker’s entitlement. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • Notification of a seriously injured worker’s ability to elect under section 56A to receive a lump sum payment under section 56 and the manner and form in which the election is to be made. • Notification of the seriously injured worker’s requirement to obtain the relevant advice in line with s56A(8) of the Act, i.e. professional, financial and health. • Notification of the requirements for an election under section 56A made by a 50% or more WPI worker to be referred to the Tribunal. 	Training materials
1.1.2 Lump sum payments – non-economic loss	s58 s61 Reg 34 Reg 35	<p>Injury management documents explain process steps involved in making a lump sum determination for non-economic loss, including:</p> <ul style="list-style-type: none"> • Calculation methodology takes into account minimum thresholds, injury type and the number of work injuries. • Calculation methodology for lump sum payments to a worker’s partner, spouse and children where the injury has resulted in the death of the worker. • Provision of written notification to the worker setting out the decision, the calculations used to arrive at the lump sum amount, exclusion provision to any further assessments under the claim, and the worker’s right to seek a review of the decision. • Consideration of requirements under the relevant version of the Impairment Assessment Guidelines published under subsection 22(3) of the Act. <p>Notification of payments to ReturnToWorkSA, Medicare and any other agency with a statutory power to recover from the worker’s entitlement.</p>	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials
1.1.3 Service Standards	Sch 5	<p>Injury management documents explain:</p> <ul style="list-style-type: none"> • Processes for making a claim • Processes for lodging, recording, responding and resolving complaints, including: <ul style="list-style-type: none"> ○ Communication arrangement to inform employees about how to lodge a complaint ○ Written notification process to the person who lodged the complaint notifying them of the outcome of the complaint, and any rights of review that may exist. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none">○ The role of managers and supervisors in the development and review of recovery and return to work plan● A self-insured employer's commitment to:<ul style="list-style-type: none">○ Provision of relevant information in a manner that aims to ensure ease of understanding.○ Communication of information that appropriately considers an injured employee's cultural and linguistic diversity.○ The right of an injured employee to request a support person to be present at recovery and return to work meetings.	Notice Board displays Intranet Training materials

Element 2: Resources

A self-insured employer must have arrangements in place to ensure it has in place adequate resources to administer claims and provide effective return to work services to injured employees. These arrangements shall include:

- 1.2.1. Documented job descriptions for all injury management personnel and where relevant, management, supervisors and employees.
- 1.2.2. Ensuring injury management personnel are competent to administer the self-insured employer’s delegated powers and discretions in a reasonable manner.
- 1.2.3. Ensuring the allocation of resources is appropriate for the organisation’s type, volume, and complexity of the case load.
- 1.2.4. Suitability of facilities and accommodation to ensure restricted access to information, including maintaining confidentiality during interaction with injured workers and service providers.
- 1.2.5. A self-insured employer must appoint a return to work coordinator and ensure the person appointed to this role has successfully completed relevant training. Where this role becomes vacant, the self-insured employer must re-appoint an employee within three months and ensure the employee(s) appointed have received relevant training within three months of the appointment being made.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.2.1 Documented Job Descriptions	129(11) s26 Reg 18	<p>Documented job description(s) define roles, responsibilities and delegation for:</p> <ul style="list-style-type: none"> • Claims decision makers covering financial and liability decisions. • Return to work coordinator(s). • Managers and supervisors(s). • Any other relevant person. <p>Injury management documents explain:</p> <ul style="list-style-type: none"> • Arrangements to identify and manage any conflict of interest issues that may arise. • Arrangements to identify and manage disagreement between the delegated decision maker and other officers of the self-insured employer. 	<p>Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.2.2 Competent Injury Management Personnel	129(11)	Injury management personnel including delegated decision makers are provided with appropriate training/professional development, and access is provided to specialist expertise as and when required.	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials
1.2.3 Adequate Resources	129(11)	Injury management documents explain: <ul style="list-style-type: none"> • How the allocation of injury management resources are reviewed • Contingency arrangements covering planned and unplanned absence of delegated decision makers or service providers. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials
1.2.4 Suitable facilities and maintaining confidentiality.	s 185 Schedule 5	Injury management documents explain: The standard of facilities to be provided to ensure confidentiality of information, covering hardcopy documents, electronic documents and oral communication.	Policy Procedure Standard letters Information kits Information Sheets

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
			Pro-forma Notice Board displays Intranet Training materials
1.2.5 Return to Work Coordinator.	s 26 Reg 18 Return to work coordinator Training and Operational Guidelines	Injury management documents explain: <ul style="list-style-type: none"> • The functions of the RTW (Return to Work) Coordinator • The approach to appointment of a RTW Coordinator(s) and how training and new appointments will be managed. • The appointment of a contact person at each workplace to assist the RTW Coordinator to perform their functions. • The process for notifying ReturnToWorkSA of the appointment of a RTW Coordinator(s). 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials

Element 3: External Claims Administration

Where external administration services are contracted, a self-insured employer must ensure those arrangements are clearly documented covering:

- 1.3.1. Exercise of delegations by the self-insured employer
- 1.3.2. Data security and confidentiality
- 1.3.3. Administrative arrangements
- 1.3.4. Complaint processes

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.3.1 Exercise of Delegation by the self-insurer	S134	Where a self-insurer enters into a contract with a third party provider for the provision of claims administration services the documents must clearly state: <ul style="list-style-type: none"> • Roles and responsibilities of the contractor and self-insurer. • How delegated power and discretions will be directly exercised by the self-insured employer. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials
1.3.2 Data security and confidentiality	Sch 5	Where a self-insurer enters into a contract with a third party provider for the provision of claims administration services documents clearly state: <ul style="list-style-type: none"> • The obligations that apply to both parties in the contract to maintain confidentiality of records and information, and • The arrangements that are to be implemented to ensure confidentiality of documents, records and information exchanged through oral and electronic communication. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
			Intranet Training materials
1.3.3 Administrative arrangements	Sch 5	Where a self-insurer enters into a contract with a third party provider for the provision of claims administration services documents clearly state: <ul style="list-style-type: none"> • Roles and responsibilities of the contractor and self-insurer. • How the self-insured employers policies and procedures are to be administered in accordance its legislative obligations. • How claim files are to be maintained and returned to the self-insured employer once inactive. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials
1.3.4 Complaint processes.	Sch 5	Where a self-insurer enters into a contract with a third party provider for the provision of claims administration services documents clearly state the arrangements for receiving, recording, investigation, and responding to complaints. <ul style="list-style-type: none"> • The complaint management arrangements state the roles, responsibilities, and delegations that apply to the parties to the contract. 	Policy Procedure Standard letters Information kits Information Sheets Pro-forma Notice Board displays Intranet Training materials

Element 4: Data

A self-insured employer shall provide all relevant data set out in Schedule 3, Part 5 of the *Return To Work Regulations 2015*:

- 1.4.1. Fortnightly, unless an alternative arrangement has been agreed to by ReturnToWorkSA.
- 1.4.2. All errors at batch and line level shall be resolved within one month of receiving the data transmission return file.
- 1.4.3. A self-insured employer must notify ReturnToWorkSA at least one month prior to the implementation of any change to the workers compensation data system.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.4.1 Fortnightly provision of data	Reg 2015 – Sch 3	Injury management documents explain and ensure: <ul style="list-style-type: none"> • The process for providing Third Schedule data to ReturnToWorkSA; include roles and responsibilities of key personnel. • Where the timeframe for the provision of data cannot be complied with, the procedures must explain how ReturnToWorkSA will be notified and the arrangements to conform to an alternative arrangement agreed to by ReturnToWorkSA. 	Policy Procedure Technical Manuals
1.4.2 All batch and line errors to be resolved within one month	Reg 2015 – Sch 3	Injury management documents explain and ensure: <ul style="list-style-type: none"> • Errors with data reporting are rectified within one month, and where the correction cannot be made with one month, the process for informing and seeking an alternative arrangement agreed to by ReturnToWorkSA. 	Policy Procedure Technical Manuals
1.4.3 Notification of change to the workers compensation data system	Reg 2015 – Sch 3	Injury management documents explain and ensure: <ul style="list-style-type: none"> • Where a change or upgrade to the system is planned, ReturnToWorkSA is notified of this proposed change. 	Policy Procedure Technical Manuals

Element 5: Financials

A self-insured employer shall provide to ReturnToWorkSA:

- 1.5.1. A copy of audited financial statements within five months of the self-insured employer’s financial year end date, or within an alternative timeframe approved by ReturnToWorkSA.
- 1.5.2. An actuarial report on the outstanding workers compensation liabilities of the employer within three months of the self-insured employer’s financial year end date or within an alternative timeframe approved by ReturnToWorkSA.
- 1.5.3. A financial guarantee that meets all the terms and conditions set out in written correspondence issued by ReturnToWorkSA.
- 1.5.4. A contract of insurance that meets all requirements set out in Schedule 3, Part 9 of the *Return to Work Regulations 2015*.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.5.1 Copy of audited financial statements	Reg 2015 – Sch 3	<ul style="list-style-type: none"> • Audited financial statements are provided in accordance with legislation or as agreed by ReturnToWorkSA 	Policy Procedure Technical Manuals
1.5.2 Provision of an actuarial report on outstanding workers compensation liabilities.	Reg 2015 – Sch 3	<ul style="list-style-type: none"> • Actuarial reports are provided in accordance with legislation or as agreed by ReturnToWorkSA 	Policy Procedure Actuary reports
1.5.3 Provision of a financial guarantee.	Reg 2015 – Sch 3	<ul style="list-style-type: none"> • Financial guarantee is in place as required by ReturnToWorkSA 	Policy Procedure Financial Guarantee
1.5.4 Provision of a contract of insurance.	Reg 2015 – Sch 3	<ul style="list-style-type: none"> • A contract of Insurance is in place as required by ReturnToWorkSA 	Policy Procedure Excess of loss Policy

Element 6: Information provided to employees

A self-insured employer shall inform all employees in writing of the following arrangements:

- 1.6.1. How to report a work related injury
- 1.6.2. The process for lodging a claim for compensation
- 1.6.3. Location of claim forms
- 1.6.4. Overview of the claims administration process
- 1.6.5. Overview of the early intervention and return to work process
- 1.6.6. Injured worker rights and responsibilities
- 1.6.7. Entitlement Periods relating to income support, medical expenses, economic and non-economic loss payments
- 1.6.8. Rights and responsibilities of the employer
- 1.6.9. Complaints management processes (including those reported to the Ombudsman).

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
1.6.1, 1.6.2, 1.6.3, 1.6.4, 1.6.5, 1.6.6, 1.6.7, 1.6.8, 1.6.9 Reporting a work related injury.	Various	Injury management documents are made available to employees explaining: <ul style="list-style-type: none"> • How to report a work related injury • The process for lodging a claim for compensation • Location of claim forms • Injury reporting process • The claims administration process • The early intervention and return to work process • Injured worker rights and responsibilities • Entitlement Periods relating to income support, medical expenses, economic and non-economic loss payments • Rights and responsibilities of the employer • Complaints management processes (including those reported to the Ombudsman). 	Policy Procedure Standard letters Notice Boards Intranet Information Kits Complaint processes Determination letters

Standard 2: Claims Management

Element 1: General Matters

A self-insured employer shall inform all employees in writing of the following arrangements:

- 2.1.1. Claim files are maintained in such a way that all decisions and determinations are identifiable and relevant supporting notes and documents maintained.
- 2.1.2. In all instances, notices and information are provided in accordance with return to work requirements including rights to review and are given within required timeframes.
- 2.1.3. The rights and needs of injured workers, including cultural and linguistic diversity are appropriately considered.
- 2.1.4. Confidentiality is maintained.
- 2.1.5. A copy of all reports prepared by a health practitioner detailing the findings made or opinions formed by the health practitioner shall be provided to the worker within seven calendar days.
- 2.1.6. Where a worker provides a written request, under section 180 of the Act, for a copy of all documentary material (hardcopy and electronic) relevant to their claim, the self-insured employer shall provide this material within 45 days of receiving the request.
- 2.1.7. A worker shall not be required to submit to an examination by a health practitioner of the same specialty more frequently than once every two months.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.1.1 All decisions and determinations are identifiable and relevant supporting notes and documents maintained.	Various	Documents on file demonstrate the self-insured employer has applied its procedures to ensure retention of all relevant records. <ul style="list-style-type: none"> • Claim Forms • Investigations • Authorisation by delegated person(s) • General correspondence (including emails) • Determinations • Legal Correspondence (not subject to legal professional privilege) • Medical Reports • AWE Calculations 	Claim files

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • File Notes • Payroll records • RTW Plans, progress reports • §56A Elections • Agreements (i.e. redemptions) • Statutory notices (i.e. lump sum returns; Medicare) • Any other documentation relevant to the claim/RTW process 	
2.1.2 Notices and information are provided in accordance with <i>Return to Work Act 2014</i> requirements.	Various	Documents on file demonstrate notices and information required under the Act are provided, examples: <ul style="list-style-type: none"> • Acceptance and rejections • Notice of interim payments • Discontinuance • Entitlement periods • Reviews • Reconsiderations 	Claim files
2.1.3 Right and needs of injured workers are appropriately considered.	Sch 5 Sch 3	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Items flagged or indicated on the claim form are appropriately actioned in claims/RTW process, e.g. requirements for interpreter, etc. • Information provided for use in the workplace is in a language and form appropriate for those expected to make use of it. 	Claim files
2.1.4 Confidentiality is maintained.	s185	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Restricted access to files • Meeting minutes that are broadly disseminated do not reflect claimant names/identifiers • Interviews with injured workers and employees support confidentiality is maintained (i.e. not openly discussed) 	Claim files

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> Information relating to the claims and entitlements of other injured workers is not stored on other workers' claims. 	
2.1.5 Provision of Health Practitioner reports to the worker.	s179	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> Medical/health practitioner reports obtained by the self-insured employer are provided to worker within seven calendar days. 	Claim files
2.1.6 Provision of information requested under section 180 of the <i>Return to Work Act 2014</i> .	s180 Reg 63	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> A request for access to a claim file is documented. A response to the workers request within 45 days Provision of information (hardcopy and electronic records) subject to s180(3) of the Act. Response to request including notification of dispute rights. Response to complaints to the Ombudsman. 	Claim files
2.1.7 Requirement to submit to examination by a Health Practitioner.	s181 Reg 64	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> The self-insured employer has not required workers to submit to medical examinations more frequently than every two months, unless the worker has expressly agreed to this. 	Claim files

Element 2: Claims

- 2.2.1 Claim forms are on file.
- 2.2.2. Where reasonably practicable claims are determined within 10 business days.
- 2.2.3. Where claims are not determined within 10 business days, offers of interim benefits are made in accordance with section 32 of the Act.
- 2.2.4. Claims are considered and determined (including redeterminations) in accordance with section 31 of the Act.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.2.1 Claim forms on file.	s30	Claim forms are held on file	Claim files
2.2.2 Claim determination within 10 business days.	s31	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Where determination does not occur within 10 days the self-insured employer undertakes activities necessary to determine the claim as expeditiously as possible • Notice includes rights to expedite the decision. 	Claim files
2.2.3 Interim Benefits.	s32	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Interim payments are offered where claims are not determined within 10 business days in accordance with defined procedures. • Notices advising of the offer of interim payments include the potential of recovery in cases where benefits are paid that the claimant is not entitled to receive. • Interims are offered in accordance with the relevant procedures. 	Claim files
2.2.4 Determination of Claims.	s31 s113	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Determinations are evidence based. • Investigations where appropriate are undertaken in a timely manner. • Redeterminations are only undertaken in circumstances allowed by legislation. • The worker is advised of rights to apply for an expedited determination or seek review of a decision (where permitted under the Act). 	Claim files

Element 3: Medical Expenses

- 2.3.1 Payments for accounts for medical expenses are promptly paid.
- 2.3.2. Where a self-insured employer receives an application made by a worker seeking advanced approval for the provision of services, a written determination must be issued to the worker and where approval is not given, state the ground for the decision and inform the worker of their right to apply to have the decision reviewed.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
<p>2.3.1 Payment of medical expenses are promptly paid.</p>	<p>s33 Reg 22 Reg 24 Reg 25</p>	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • Accounts are paid within timeframes defined by the self-insured employer. • Where services are disallowed or reduced notification is undertaken in accordance with the legislation. • Where further investigation is required the self-insured employer seeks any information necessary to determine if an expense is reasonable. • Reasonable costs associated with immediate transportation to a hospital or health practitioner for initial treatment are paid. • Reasonable costs associated with property damage are paid. 	<p>Claim files Payment systems</p>
<p>2.3.2 Where a self-insured employer receives an application made by a worker seeking advanced approval for the provision of services, a written determination must be issued to the worker and where approval is not given, state the ground for the decision and inform the worker of their right to apply to have the decision reviewed.</p>	<p>s33</p>	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • Workers are informed of the right to apply for future services. • Applications for pre-approval of services are determined within one month of receipt in accordance with legislation. 	<p>Claim files</p>

Element 4: Income Support

- 2.4.1 AWE (Average Weekly Earnings) entitlements are determined in accordance with Part 4, Division 4 of the Act, including supplementary income support for incapacity resulting from surgery.
- 2.4.2. AWE calculations are made in accordance with section 5 of the Act and copies of information used to calculate AWE are held on file.
- 2.4.3. AWE is appropriately adjusted in all cases where a worker has previously redeemed entitlement to weekly payments.
- 2.4.4. AWE adjustments are made in accordance with section 45 of the Act.
- 2.4.5. AWE reviews are made in accordance with section 46 and 47 of the Act.
- 2.4.6. Income support payments are documented and calculated in accordance with the Act.
- 2.4.7. Reduction/discontinuance of weekly payments is made in accordance with section 48 of the Act.
- 2.4.8. Where there has been a delay in the making of weekly payments and the delay was not the fault of the worker, then the self-insured employer shall calculate and apply interest at the prescribed rate to the amount in arrears within one month, and issue a written notice to the worker setting out details of the interest applied to the amount in arrears.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6 Determination of AWE.	s5 s37 s39 s40 s41 s45 s46 s47	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • Calculation and determination of AWE has been conducted in accordance with the requirements of the Act. • The calculation of AWE and its components (including non-cash benefits) are communicated to a worker. • Entitlements have where relevant been calculated taking into account prior redemptions or deeds of release. • Income support entitlements have been calculated in accordance with the Act; calculations are clearly documented. • Prescribed benefits are included within the calculation of weekly earnings • Prescribed allowances are excluded from the calculation of weekly earnings • Determination of entitlement to weekly payments at the commencement of the second designated period. 	<p>Claim files Payroll records Determination letters Payment records</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
		<ul style="list-style-type: none"> • Supplementary income support payments are communicated. • Supplementary income support payments are adjusted by the CPI. • Review the amount of the weekly payments made to a worker who has suffered a work injury on request by a worker. • Weekly payments are adjusted for seriously injured workers in the course of each year of incapacity. 	
2.4.1 AWE entitlements are determined in accordance with Part 4, Division 4 of the Act, including incomes support for incapacity resulting from surgery.	s42 s44 Reg 27	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Weekly payments are not less than the federal minimum wage. • Weekly payments have considered retirement age 	Claim files
2.4.4 AWE adjustments are made in accordance with section 45 of the Act.	45 Reg 26	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • AWE's are adjusted to take into account a change in a component of a workers remuneration used to determine average weekly earnings; or a change in the equipment or facilities provided or made available to the worker. 	Claim files
2.4.7 Reduction/discontinuance of weekly payments is made in accordance with section 48 of the Act.	s44 s48 Reg 28	Documents on file demonstrate the self-insured employer has applied its procedures to ensure in appropriate cases: <ul style="list-style-type: none"> • Reduction or discontinuance of weekly payments in accordance with the Act • Evidence to support discontinuance of weekly payments due to retirement age • Where the worker is entitled payment of an amount of interest at the prescribed rate. 	Claim files
2.4.8 Where there has been a			

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
<p>delay in the making of weekly payments and the delay was not the fault of the worker, then the self-insured employer shall calculate and apply interest at the prescribed rate to the amount in arrears within one month, and issue a written notice to the worker setting out details of the interest applied to the amount in arrears.</p>			

Element 5: Seriously Injured Workers

2.5.1 Seriously injured workers are assessed and determinations made in accordance with section 21 of the Act.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.5.1 Seriously injured workers are assessed and determinations made in accordance with Section 21.	s21 s56A Reg 13	Documents on file demonstrate the self-insured employer has applied its procedures to ensure;: <ul style="list-style-type: none"> • Communication to worker of right to apply for interim assessment • Consultation with worker with respect to arrangement for assessment • Response to applications from worker for interim assessment • On evidence of worker having met the relevant serious injury WPI threshold determination is made in consultation with worker. • Interest on back pay entitlements provided where applicable. • Interim decisions are based on evidence from a medical practitioner. • Interim decisions are made following consultation with the worker. • Seriously injured workers are informed of their ability to elect for an economic loss payment under section 56A. 	Claim files

Element 6: Permanent Impairment – Economic Loss & Non-Economic Loss

2.6.1. Determinations of entitlement to economic and non-economic loss are issued in writing and detail the calculation applied to determine the economic and non-economic loss lump sum entitlements and the workers’ rights to a review of the decision.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.6.1 Determinations issued in writing, include calculation applied and the worker’s review rights.	s22 s56A	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • WPI Assessments are undertaken where injury is stabilised. • Consultation occurs with worker with respect to assessment. • Where an election has been made under section 56A, the worker has received advice in line with s56A(8) i.e. professional, financial and health. • Elections under s56A made by a 50% or more WPI worker are referred to the tribunal. 	Claim files

Element 7: Redemptions and Deed of Release

- 2.7.1. Where a self-insured employer reaches agreement to redeem the liability to make ongoing weekly payments and/or the liability associated with ongoing medical services, all requirements set out in sections 53 and 54 of the Act have been met and relevant documentation is held on the claim file.
- 2.7.2. Where a self-insured employer redeems liability to make ongoing weekly payments, the self-insured employer will ensure the rate of weekly payments that would have been payable if there had been no redemption is appropriately recorded.
- 2.7.3. Where a self-insured employer’s liability is discharged under a deed of release under section 66(7) of the Act, the self-insured employer will ensure the rate of weekly payments that would have been payable if the deed of release had not been entered into, is appropriately recorded.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.7.1. Where a self-insured employer reaches agreement to redeem the liability to make ongoing weekly payments and/or the liability associated with ongoing medical services, all requirements set out in sections 53 and 54 of the Act have been met and relevant documentation is held on the claim file.	s49 s53 s54 Reg 31	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • The determination of the workers weekly payments at the amount agreed, in the case of a redemption under section 49(2) and in the case of a deed of release section 49(3) of the Act. • The amount of redemption has been fixed by agreement • The worker has received <ul style="list-style-type: none"> ○ Competent professional advice about the consequences of redemption; and ○ Competent financial advice about the investment or use of money to be received on redemption. • A recognised health practitioner has certified that the extent of the worker's incapacity resulting from the work injury can be determined with a reasonable degree of confidence. 	Claim files

Element 8: Early Intervention, Recovery and Return to Work

- 2.8.1. Recovery and Return to Work Plans (Plan) comply with the standards and requirements prescribed by the regulations, and when developed are specific to an individual worker.

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- 2.8.2. Recovery and return to work plans are in place where the injured worker is or is likely to be incapacitated for work more than four weeks and detail the actions and responsibilities of key parties.
- 2.8.3. When preparing a Plan, the worker must be consulted and provided with a copy of the Plan.
- 2.8.4. Where a worker has not returned to pre-injury employment within six months from date of first incapacity and is not working to their full capacity, new or other employment options are considered for the worker when reviewing the plan.
- 2.8.5. Where a self-insured employer does not provide suitable employment, the self-insured employer notifies ReturnToWorkSA.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.8.1 Recovery and Return to Work Plans (Plan) comply with the standards and requirements prescribed by the regulations	Section 25 Regulation 15,16,17	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: All recovery and return to work form templates include; <ul style="list-style-type: none"> • The specific information mandated by the regulations (15), and; • Fields to record all relevant information considered and arrangements agreed to support the achievement of the objective(s) of the recovery and return to work plan. 	Claim files
2.8.2 Recovery and return to work plans are in place where the injured worker is or is likely to be incapacitated for work more than four weeks and detail the actions and responsibilities of key parties.	Section 25 Regulation 15,16,17	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Assessment of the worker’s likely incapacity for work and any follow up actions required. • Recovery and return to work plans clearly explain the actions and responsibilities of the key parties involved in supporting the worker’s recovery and return to work and the achievement of the objective(s) of the recovery and return to work plan. 	Claim files
2.8.3 When preparing a Plan, the worker must be consulted and provided with a copy of the Plan.	Section 25 Regulation 15,16,17	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Consultation occurs with the worker in the preparation of the recovery and return to work plan. • The worker is provided with a copy of the recovery and return to work plan. 	Claim files

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
<p>2.8.4 Where a worker has not returned to pre-injury employment within six months from date of first incapacity and is not working to their full capacity, new or other employment options are considered for the worker when reviewing the Plan.</p>	<p>Section 25 Regulation 15,16,17</p>	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • Status of the worker’s return to work is documented on each occasion the recovery and return to work plan is reviewed. • New or other employment options for the worker need to be taken into account in order to assist the worker to return to work in suitable employment. • The objectives and goals of Plans reflect the obligation on the self-insurer to provide suitable employment. (Unless new or other employment options have not been agreed with the worker in accordance with s25(10) of the Act). 	<p>Claim files</p>
<p>2.8.5 Where a self-insurer does not provide suitable employment, the self-insurer notifies ReturnToWorkSA.</p>	<p>Code of conduct</p>	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • Within seven days of assessing an inability to provide suitable employment or non-provision of suitable employment ReturnToWorkSA is notified in writing of the inability to provide suitable employment (unless new or other employment options have not been agreed with the worker in accordance with s25(10) of the Act). 	<p>Claim files</p>

Element 9: Legal Compliance

2.9.1. Claims are managed and delegations administered in accordance with *Return to Work Act 2014* and Regulations.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
2.9.1 Claims are managed and delegations administered in accordance with <i>Return to Work Act 2014</i> and Regulations.	All	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> The self-insured employer is meeting any other obligation; responsibility or other requirement under the Act or regulations not specifically referenced within the injury management Standards. 	Claim files

Standard 3: Dispute Resolution

Element 1: Reconsideration

- 3.1.1. A reconsideration officer is appointed and the Registrar must be notified as per the Regulations of the details of the nominated officer.
- 3.1.2. The reconsideration process must comply with Part 6, Division 4 of the Act.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
3.1.1 A reconsideration officer is appointed and the Registrar must be notified as per the Regulations of the details of the nominated officer.	s102 Reg 43	Documents demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • A person(s) has been appointed as the Reconsideration Officer • The Registrar at the SAET has been notified of the appointment of the Reconsideration Officer in the prescribed manner. 	Claim files
3.1.2 The reconsideration process must comply with Part 6, Division 4 of the Act.	s102 Reg 43	Documents on file demonstrate the self-insured employer has applied its procedures to ensure: <ul style="list-style-type: none"> • Reconsideration processes are conducted by a suitable person within the stipulated timeframes. • The person conducting the reconsideration reviews the decision and the evidence used as a basis for the decision. This must not be the person who made the decision. • A person assigned to reconsider a decision is nominated to the registrar of the SAET. 	Claim files

Element 2: SAET Orders

3.2.1. Where a determination has been made by the South Australian Employer Tribunal (SAET) and an Order or direction issued, the self-insured employer must comply with the Order within the timeframe specific by the SAET.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
<p>3.2.1 Where a determination has been made by the South Australian Employer Tribunal (SAET) and an Order or direction issued, the self-insured employer must comply with the Order within the timeframe specific by the SAET.</p>	<p>s99 s100 s101 s102 s103 Reg 43</p>	<p>Documents on file demonstrate the self-insured employer has applied its procedures to ensure:</p> <ul style="list-style-type: none"> • Orders of the SAET are actioned within stipulated timeframes. • Any other requirement of the SAET (including Tribunal rules) is met. 	<p>Claim files</p>

Standard 4: Measurement, Monitoring and Review

Element 1: Delegated Powers and Discretions

- 4.1.1. Processes are in place that monitor, measure and review the effective implementation of delegated powers and discretions granted to a self-insured employer under the Act and where relevant, strategies to improve performance of the injury management system are identified.
- 4.1.2. Processes are in place that monitor, measure and review the effective implementation fundamental principles, rights and obligations within section 13 of the Act and where relevant, strategies to improve performance of the injury management system are identified.
- 4.1.3. Processes are in place that monitor, measure and review the effective implementation of claims administration, recovery and return to work services in accordance with the Service Standards set out in Schedule 5, Part 2 of the Act and where relevant, strategies to improve performance of the injury management system are identified.

Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
4.1.1 Processes are in place that monitor, measure and review the effective implementation of delegated powers and discretions granted to a self-insured employer under the Act and where relevant, strategies to improve performance of the injury management system are identified.	s134	<p>The self-insured employer has undertaken activities (that are documented) to confirm the effective implementation of its planned arrangements for ensuring:</p> <ul style="list-style-type: none"> • The reasonable exercise of the powers and discretions delegated to the self-insured employer. • Documents and supporting records are available to confirm implementation of this review and evaluation of delegated powers. <p>Frequency of these activities occurs at least twice in a renewal period unless varied by a term or condition of registration.</p>	<p>System reviews Internal Audits Performance reports Management Reports External audit reports Surveys Claim file reviews</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
<p>4.1.2 Processes are in place that monitor, measure and review the effective implementation of fundamental principles, rights and obligations within section 13 of the Act and where relevant, strategies to improve performance of the injury management system are identified.</p>	s13	<p>The self-insured employer has undertaken defined and documented activities to confirm the effective implementation of its planned arrangements for:</p> <ul style="list-style-type: none"> • Ensuring early and timely intervention occurs to improve recovery and return to work outcomes including after retraining (if required) • Achieving timely, evidence based decision-making that is consistent with the requirements of this Act • Providing a face to face service where there is a need for significant assistance, support or services • Ensuring regular reviews are taken in relation to a worker's recovery and, where possible, return to work • Ensuring the active management of all aspects of a worker's injury and any claim under this Act • Encouraging an injured worker and his or her employer to participate actively in any recovery and return to work processes; and • Minimising the risk of litigation. <p>Frequency of these activities occurs at least twice in a renewal period unless varied by a term or condition of registration.</p>	<p>System reviews Internal Audits Performance reports Management Reports External audit reports Surveys Claim file reviews</p>
<p>4.1.3 Processes are in place that monitor, measure and review the effective implementation of claims administration and recovery and return to work services in accordance with the Service Standards set out in Schedule 5, Part 2 of the Act and where relevant, strategies to</p>	Sch 5	<p>The self-insured employer has undertaken defined and documented activities to confirm the effective implementation of its planned arrangements for ensuring :</p> <ul style="list-style-type: none"> • A worker's recovery and return to work as the primary goal if a worker is injured while at work; • Early and timely intervention occurs to improve recovery and return to work outcomes including after retraining (if required); • Recovery and return to work processes focus on maintaining the relationship between the worker and the employer; (with the active assistance and participation of the worker and the employer, consistent with their obligations under the Act) • The self-insured employer is aware of, and fulfils its recovery and return to work obligations. • A worker is treated fairly and with integrity, respect and courtesy, and comply with stated timeframes; • The self-insured employer is clear about how it will assist a worker to resolve any issues by providing accurate and complete information that is consistent and easy to understand (including options about any claim, entitlements, obligations and responsibilities); 	<p>System reviews Internal Audits Performance reports Management Reports External audit reports Surveys Claim file reviews</p>

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Topic	RTW Act	Specific Requirements to be Addressed	Reference Document
<p>improve performance of the injury management system are identified.</p>		<ul style="list-style-type: none"> • A worker is assisted in making a claim and, if necessary, providing information about where the worker can access advice, advocacy services and support; • All reasonable steps are taken to provide services and information in a worker's preferred language and format, including through the use of interpreters if required, and to demonstrate respect and sensitivity to a person's cultural beliefs and values; • Confidentiality and privacy in accordance with any legislative requirements; are respected and maintained; • Avenues for feedback or for making complaints are provided , where feedback or complaint is received a response is provided; • The right of a worker or an employer to be supported by another person and to be represented by a union, advocate or lawyer is recognised. <p>Frequency of these activities occurs at least twice in a renewal period unless varied by a term or condition of registration.</p>	



The following free information support services are available:

If you are deaf or have a hearing or speech impairment you can call ReturnToWorkSA on **13 18 55** through the National Relay Service (NRS) www.relayservice.gov.au.

For languages other than English call the Interpreting and Translating Centre on **1800 280 203** and ask for an interpreter to call ReturnToWorkSA on **13 18 55**.

For braille, audio or e-text of the information in this brochure call **13 18 55**.

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