

Injury Management Internal Audit Procedure

Section 1 - Purpose

(1) This procedure sets out a framework at the Catholic Diocese of Maitland-Newcastle (the Diocese) for conducting internal Injury Management and Return to Work audits on claims as a means of identifying areas of strength and potential improvement in the internal management of claims.

Section 2 - Scope

(2) This procedure applies to all workers of the Diocese (including its agencies, and parishes if decreed by the Bishop) who are involved in injury management and responsible for managing workers' compensation claims.

Section 3 - Responsibilities

(3) Please refer to the [Return to Work Procedure](#).

Section 4 - Procedure/Process

(4) Effective claims management and administration will ensure consistent process and management actions across the Diocese's workers' compensation claim portfolio. The objective of these internal audits is to identify areas of strength and potential improvement in the internal management of claims to ensure continuous improvement occurs.

Determining Audit Sample

(5) A sample of a minimum of 5 claims per each Injury Management and Wellness Specialist should be audited.

Frequency Of Audits

(6) Audits of the sample of claims should occur on a bi-annual basis.

Who Undertakes The Audit

(7) Each Injury Management and Wellness Specialist should be responsible for auditing claims of another Injury Management and Wellness Specialist.

Audit Criteria

(8) The audit is to be completed using the 'Claims Audit Tool'.

Implementing Changes

(9) Following the audit, the results are to be shared with each Injury Management and Wellness Specialist and the Health and Wellness Manager. It is recommended that the following quarter the team focuses on one area to improve

on based on audit findings i.e. ensuring that the Injury Management and injured worker's line manager are involved in a case conference if the worker is certified unfit, evidence of the line manager contacting the worker at regular intervals, and ensuring a signed Recover at Recover at Work Plan (RAW plan) is on file.

Section 5 - Document Review

(10) This procedure will be reviewed when there is a legislative change, organisational change, delegations change, technology change or at least every 2 years in conjunction with the review of the Return to Work Program.

Status and Details

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Glossary Terms and Definitions

"Parishes" - "... is a certain community of the Christian faithful stably constituted in a particular church, whose pastoral care is entrusted to a pastor (parochus) as its proper pastor (pastor) under the authority of the diocesan bishop." (Can. 515§1) It also refers to the local parish as defined by its geographical boundaries.

"Agency" - Diocesan agencies may also be referred to as directorates. Diocesan agencies are intra-diocesan organisational structures that have been established and developed in the life of the church, to undertake good works and services on behalf of the Diocese and have the capacity to bind the Diocese to its actions. For the most part, but not exclusively, diocesan agencies are led by executive directors. Examples of Diocesan agencies include: ♦ CatholicCare Social Services Hunter-Manning including the Development and Relief Agency (DARA); ♦ Catholic Development Fund; ♦ Catholic Schools Office and the diocesan systemic schools; ♦ Hunter Community Housing; ♦ Office of Safeguarding; ♦ Pastoral Ministries; ♦ St Nicholas services including Early Education centres and Out of School Hours Care (OOSH) services; and ♦ Shared Services, which is inclusive of multiple specialist tertiary providers to diocesan parishes and agencies, that forms part of the Diocesan Curia.

"Catholic Diocese of Maitland-Newcastle (the Diocese)" - The Catholic Diocese of Maitland-Newcastle (the Diocese) is inclusive of all parishes and agencies, communities, ministries and works that are under the authority of the Bishop of Maitland-Newcastle. The Bishop takes his authority from Canon Law (Canons 375-402). The geographical coverage of the Diocese includes all or part of the Newcastle, Lake Macquarie, Maitland, Cessnock, Port Stephens, Singleton, Muswellbrook, Upper Hunter, Dungog and Mid-Coast local government areas, with almost 160,000 Catholics, 38 parishes and serviced by multiple diocesan ministries and agencies. The Diocese is not wholly geographic in nature. There are elements of the Catholic Church operating within the physical boundaries of the Diocese that do not fall under the authority of the Bishop and are not a part of the Diocese. Equally, particular diocesan ministries occur within external institutions (e.g. Prison Chaplaincy, Hospital Chaplaincy).

"Manager" - A manager is a worker with additional responsibilities including supervising workers and/or administering a service area. This includes, but is not limited to, managers, team leaders, directors, principals, assistant principals, heads of services, parish administrators and business managers.

"Worker" - A Worker is a person who carries out work in any capacity for an employer or 'Person Conducting a Business Undertaking'. This includes: ♦ employees; ♦ teachers; ♦ educators; ♦ contractors; ♦ apprentices; ♦ clergy; ♦ religious; ♦ student placements; ♦ trainees; and ♦ volunteers/unpaid. In the Catholic Diocese of Maitland-Newcastle, 'worker' includes those who carry out work in diocesan parishes, within diocesan agencies and as a part of the diocesan curia.

"Injury Management" - is the process that comprises activities and procedures established and undertaken for the

purpose of achieving a timely, safe and durable RTW for workers following a workplace injury or illness.

"Injury Management and Wellness Specialist" - The position of Return to Work Coordinator (RTW) is known within the Diocese as Injury Management and Wellness Specialist (IMWS). The IMWS is an injury management rehabilitation specialist and part of the Diocese Health and Wellness team, whose main role is to assist injured workers and their managers with the RTW process in a safe and timely manner. They have been appropriately trained in the legislative requirements for returning an injured worker back to work after a workplace injury has occurred; and are required to work closely with the injured worker, the injury management team and relevant businesses to achieve the desired RTW outcome.

"Injured Worker" - is a worker who has sustained a workplace injury or contracted a workplace disease or illness, this includes both physical and psychological injuries and illnesses.

"Recover at Work Plan (RAW plan)" - is a written plan that clearly outlines the suitable duties, working hours and supervision arrangements guiding an injured worker's safe and sustainable return to the workplace.