WORKLINX®

System Builder Software

Summary of Support

The ACC Partnership Programme
**(Based on the ACC Audit Standards
- Detailed Requirements)**

May, 2005

Introduction

The ACC Partnership Programme Audit Standards define the specific requirements an employer's Health and Safety management programme must meet for the employer to join or continue in the Partnership Programme

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The Audit Standards are divided into three parts, each comprising a number of Critical Elements:

Part A: Safety Management Practices
(9 critical elements)

Part B: Injury Management
(8 critical elements)
- Case Mgmnt and Administration (5 elements)
- Claims Mgmnt & Rehabilitation (3 elements)

Part C: Focus Group Interviews and Selected Case Studies
- to confirm that safe systems are in place and active
(2 critical elements)

The Detailed Requirements and Verifiable Evidence provide a checklist of requirements that an organisation's Health and Safety programme should meet to be considered effective.

Detailed Requirements and specific Verifiable Evidence are defined for each Element.

Critical Element:

Details of Requirements	Verified by:
4. Line managers and union* and other nominated employee representatives* actively involved in rehabilitation management understand the process of maintaining employees in the workplace and supporting safe and early return to work.	1. Information available. 2. Evidence of training programme (or similar) within 12 months of programme entry (not applicable for initial audit). 3. Evidence that training has been carried out within the last two years.
5. Injured employees are informed and understand the process and responsibilities for rehabilitation, including the need for early intervention.	1. Processes covering staff and management responsibilities, early return to work expectations, selected work options, support available and the right to union and other nominated employee representation*. 2. Evidence that information is provided at least annually to all employees. 3. Evidence that process information is readily available to all employees (eg. notifications, publications, posters or similar staff communications).
6. There is a process to monitor, evaluate and review rehabilitation plans and outcomes.	1. Process to monitor, evaluate and review. 2. Designated roles and responsibilities for this process including the timeframes involved.
7. Preferred provider network specific to the employer's workplace needs is established to support rehabilitation (eg. general practitioners, specialists, social needs assessors).	1. Rationale and criteria for selection of preferred providers is documented. 2. Preferred provider lists (or similar information). 3. Process for monitoring of preferred provider performance. 4. Evidence that preferred provider performance has been monitored within the last 12 months.
8. The rehabilitation policy includes provision of rehabilitation opportunities for non-work injuries.	1. A statement in the policy (eg. opportunities for alternative duties when available, access to preferred providers). 2. Evidence that employers have been involved in the rehabilitation or return to work programme of employees who have sustained non-work injuries (where applicable).
9. Rehabilitation management includes an opportunity for the employer to develop and implement an unscheduled leave management (or total absentee management) programme.	1. A statement of intent (eg. statement in the rehabilitation policy, business plan).

These are assessed across three measurable levels of performance

1. Primary (beige shading)
   - Entry level requirements
2. Secondary (grey shading)
   - Consolidation of good practice
3. Tertiary (white shading)
   - Continuous improvement; Best Practice framework

Introduction (cont'd)

This document assesses Worklinx' support of the Detailed Requirements and specific Verifiable Evidence for each Critical Element.

The Detailed Requirements have been copied directly form the ACC Audit Standards

WX support is assessed against each piece of specific Verifiable Evidence…

Critical Element:

| Details of Requirements	Verified by:
4. Line managers and union* and other nominated employee representatives* actively involved in rehabilitation management understand the process of maintaining employees in the workplace and supporting safe and early return to work.	1. Information available. 2. Evidence of training programme (or similar) within 12 months of programme entry (not applicable for initial audit). 3. Evidence that training has been carried out within the last two years.
5. Injured employees are informed and understand the process and responsibilities for rehabilitation, including the need for early intervention.	1. Processes covering staff and management responsibilities, early return to work expectations, selected work options, support available and the right to union and other nominated employee representation*. 2. Evidence that information is provided at least annually to all employees. 3. Evidence that process information is readily available to all employees (eg. notifications, publications, posters or similar staff communications).
6. There is a process to monitor, evaluate and review rehabilitation plans and outcomes.	1. Process to monitor, evaluate and review. 2. Designated roles and responsibilities for this process including the timeframes involved.
7. Preferred provider network specific to the employer's workplace needs is established to support rehabilitation (eg. general practitioners, specialists, social needs assessors).	1. Rationale and criteria for selection of preferred providers is documented. 2. Preferred provider lists (or similar information). 3. Process for monitoring of preferred provider performance. 4. Evidence that preferred provider performance has been monitored within the last 12 months.
8. The rehabilitation policy includes provision of rehabilitation opportunities for non-work injuries.	1. A statement in the policy (eg. opportunities for alternative duties when available, access to preferred providers). 2. Evidence that employers have been involved in the rehabilitation or return to work programme of employees who have sustained non-work injuries (where applicable).
9. Rehabilitation management includes an opportunity for the employer to develop and implement an unscheduled leave management (or total absentee management) programme.	1. A statement of intent (eg. statement in the rehabilitation policy, business plan).

| An indicative assessment shows the relative level of support |
|---|
| ●   WX provides Full Support |
| ◐   WX provides Partial Support |
| WX provides no support |
| **N/A**   External to systems support |

Detailed comments identify specific WX features that support each requirement, or explain why WX support is "not applicable (N/A)"

Summary of WX Support

The 240* pieces of Verifiable Evidence required by the Audit Standards can be broken into four categories with regards to Worklinx…

| Categories of Evidence	Description	Level of WX Support
▯ Policy/ Process/ Procedures Documentation	• More than 70 separate policies and processes required to be defined	●
▯ Other Requirements Fully Supported by WX Features	• Includes Version Control, Hazard Management, Checklists, Staff Appraisals Training Definition, Audit & Review Systems, Auto Email	●
▯ Requirements Partially Supported by WX	• Features don't directly support reqmt but can be used in conjunction with external elements	◑
▯ Evidence External to Systems	• Relate to policy content, physical controls or physical evidence that processes are active	N/A

WX supports 80% of Audit Standard Requirements*

36%   14%   20%   30%
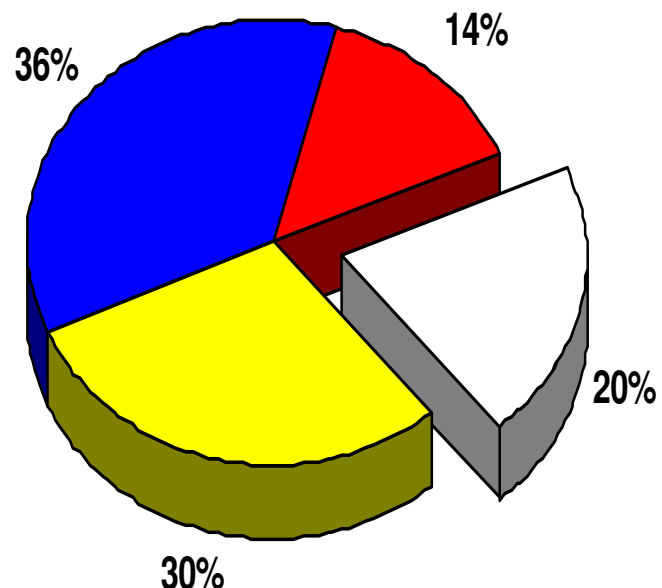
*NB: Excludes Elements 9,18 &19 which relate to observation and interviews, aimed at ensuring the other 16 Elements are in place and functioning. As such, they are duplications of requirements defined under other elements
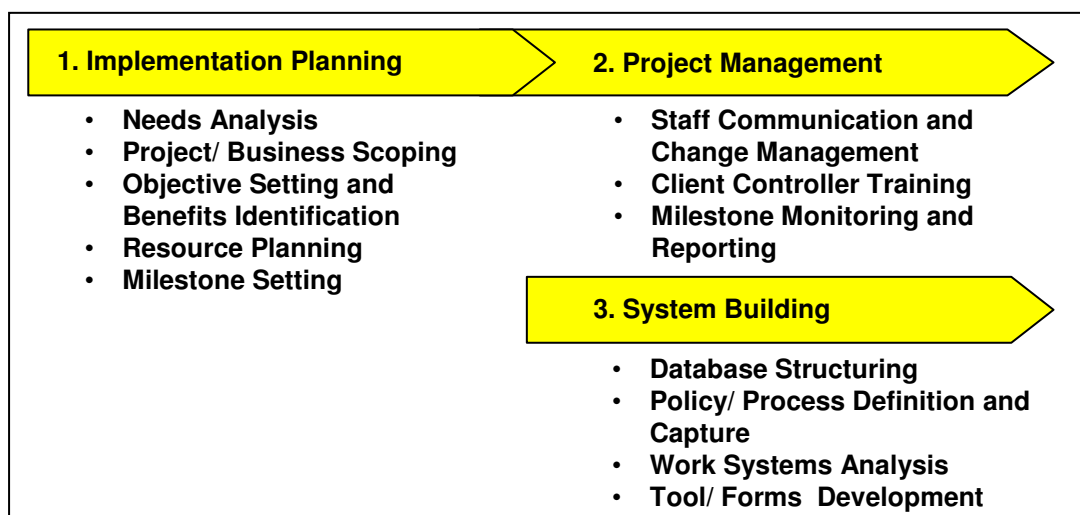
1. System Builder Software

- Supports 80% of ACC Detailed Requirements (as documented)
- Enables centralised desktop access OR printed access to reports, procedures, policies
- Enables multiple views of detailed procedures, including Hazard Standard operating Procedures (HazSOPs), by location, hazard, equipment, and job role
- Can be extended to incorporate business' SOPs and thereby integrate Health & Safety Management with daily Work Actions
- Audit and Review, Checklists, Version Control and Change History features, enable prompting of reviews and tracking of procedural updates

Main Menu Screen
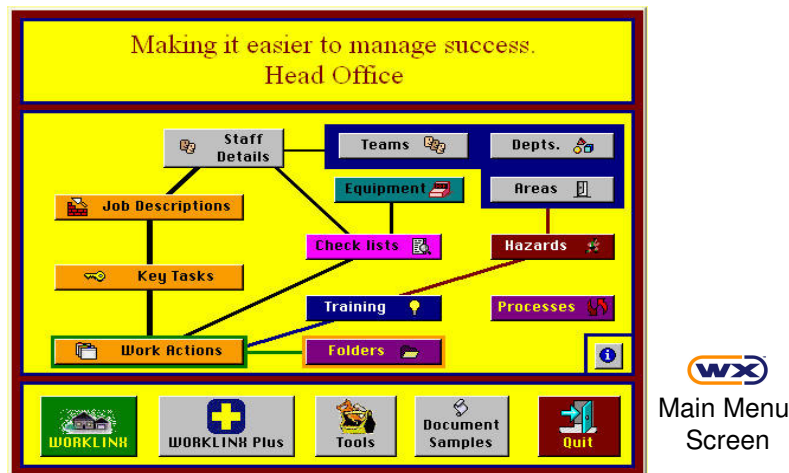
2. Structured Implementation Programme

- Ensures timely completion and effective implementation of all aspects of your Health & Safety Programme
- Worklinx consultants facilitate the design and structuring for your database to ensure a "best fit" for your organisation's specific requirements
- External tools and forms are integrated directly with your procedures database
- Client Users work side by side with Worklinx consultants to facilitate knowledge transfer

1. Implementation Planning

- **Needs Analysis**
- **Project/ Business Scoping**
- **Objective Setting and Benefits Identification**
- **Resource Planning**
- **Milestone Setting**

2. Project Management

- **Staff Communication and Change Management**
- **Client Controller Training**
- **Milestone Monitoring and Reporting**

3. System Building

- **Database Structuring**
- **Policy/ Process Definition and Capture**
- **Work Systems Analysis**
- **Tool/ Forms Development**

WORK LINX

Detailed Requirements - Contents

Part A: Safety Management Practices

Part B: Injury Management

Part C: Focus Group Interviews and Selected Case Studies

Critical Element One:
Employer Commitment to Safety Management Practices

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a documented health and safety policy.	1. Policy document.	●	Can document in WX or attach
2. The policy is authorised by current CEO or other senior management* representatives.	1. Appropriate signature, position and date.	●	Incorporate "sign off" protocol
	2. Process for senior management to review policy document at least every two years.	●	Document process; use version control. review dates & checklists
3. The policy incorporates management commitment to comply with relevant legislation, regulations, codes of practice and safe operating procedures.	1. Policy document includes statement of commitment to comply with relevant standards.	N/A	Policy content
4. The policy includes specific understanding of management responsibilities for health and safety.	1. Policy document includes management commitment to health and safety.	N/A	Policy content
	2. Specific health and safety co-ordination roles are designated at senior management* level.	●	Define roles/ descriptions/ detailed work procedures in WX
	3. Management positions are reviewed against the performance of designated health and safety responsibilities.	●	Use WX appraisal system; Key Task Outcomes/ KPIs
	4. Evidence that individual management performance has been reviewed against health and safety responsibilities.	●	Use WX appraisal system
5. The policy includes an outline of individual employee responsibilities for health and safety.	1. Policy document states individual responsibilities for health and safety in the workplace.	●	Include in Policy document AND in detailed job descriptions and work procedures
6. There is commitment to consultation with union* and other nominated employee representatives* regarding participation in health and safety management.	1. Policy document includes statement of support for employee consultation and participation.	N/A	Policy content
7. There is specific management commitment to accurate reporting and recording of workplace incidents and injuries.	1. Health and safety documents include a specific statement requiring accurate reporting and recording.	●	Document reporting procedures in WX
	2. Records of this requirement included in performance review of management roles.	●	Use WX appraisal system
8. There is commitment to continuous improvement in health and safety.	1. Indicative statement in policy document.	N/A	Policy content
	2. Evidence that a system exists for the review of health and safety related policies by senior management* to ensure their ongoing effectiveness (for example records of reviews or a documented review procedure or checklist).	●	Document process; use audit & review system, version control. review dates and checklists to ensure review performed on time; use history feature to track changes
	3. Evidence that excellence in health and safety management and innovation by staff is formally recognised (eg. recognition in staff newsletter, reward for innovative ideas).	N/A	External evidence/ Policy content;
9. There is specific commitment to ensure managers (including senior management*) have an understanding of health and safety management relative to their positions.	1. Evidence of this commitment in policy statement, position descriptions (or similar).	●	Capture in job descriptions, detailed work procedures, appraisals, and training reqmts
	2. Evidence that senior management* have been involved in health and safety (e.g. seminars, briefings, conferences, training sessions) within the previous two years.	●	Training history; also incl in job descriptor statement

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Two:
Planning, Review and Evaluation

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a process to ensure that health and safety management for the workplace is reviewed.	1. Process to review health and safety management annually.	●	Document in WX; link directly to job descriptions, detailed work actions/ SOPs, staff appraisals, & training requirements; Audit/ review system
	2. Process to review health and safety management that occurs after a critical event and/or if there is a change in work procedures or health and safety policy.	●	Document in WX; capture reviews in in version control & history
2. Health and safety objectives are set that are appropriate to the size and type of business, relevant to each level within the business and related to identified hazards (where relevant). (NB: Objectives set should be "SMART" – Specific – Measurable – Achievable – Realistic – Time-bound.)	1. Documented objectives and management plan to achieve objectives.	●	Key Task KPIs; Checklists
	2. Procedure to review objectives annually.	●	Document procedures; use audit/ review system, version control, history, and checklists features to ensure performance and track review history and changes
	3. Evidence that health and safety objectives have been reviewed.	●	
	4. Evidence that senior management* and union* and other nominated employee representatives* have been included in annual review and setting of objectives.	●	Include internal stakeholders in sign–off protocol. Print KPI/ objectives reports for external stakeholder sign-off
3. There is an established consultative process to review and evaluate the effectiveness of hazard management.	1. Process or planning documents (or similar).	●	Document process in WX
	2. Minutes, schedules (or similar) to show there is annual review of the effectiveness of hazard management processes.	●	Use audit/ review, version control, history, and checklists features
4. The employer is able to demonstrate knowledge of current health and safety related information including legislation, regulations, current codes of practice, and other health and safety standards relevant to the particular workplace.	1. Process to identify the health and safety information specific to the employer's business.	●	Document process in WX; link in OSH requirements
	2. Process in place to ensure compliance or conformance with relevant requirements.	●	Document process in WX; Audit & review system
	3. Evidence of regular review to identify and accommodate any changes in requirements.	●	Use audit/ review, version control & checklists
5. A procedure to undertake an annual self-assessment to ensure the programme audit standards can be met and maintained. The procedure involves management, union* and other nominated employee representatives*.	1. Self-assessment procedure.	●	Document procedures in WX; Use audit/review, version control, history, checklists features to prompt and track history; Implement sign-off protocol, including printed copy sign off for external stakeholders
	2. Evidence that a self-assessment has been undertaken within the previous 12 months (may be immediately prior to initial entry audit).	●	

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Three:
Hazard Identification, Assessment and Management

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a systematic procedure to identify and record actual and potential hazards in the workplace.	1. A procedure that covers an understanding of the range of hazards including (for example) work organisation, job design and hazards facing employees working off-site.	●	**Document procedure in WX**
	2. Review of hazard registers to support process in action.	●	**Use hazard capture form and capture by physical location; grade hazards (colour coded) and link directly to detailed Hazard Std Operating Procedures (HazSOPs)**
	3. Records of regular review of the hazard identification and recording process.	●	**Use audit/review, version control; history**
2. There is a process to assess identified hazards to determine which hazards are significant* according to the definition in the health and safety in employment legislation.	1. Documented definition of significance.	●	**Hazard grading (High/ Med/ Low)**
	2. Process to demonstrate the identification of significant hazards* and evidence of implementation of this process.	●	**Hazard capture form; document process in WX**
	3. The hazard register (or similar) identifies which hazards are significant.	●	**Hazard grading; colour coded; linked directly to SOPs**
3. There are appropriate controls in place for each significant hazard based on the hierarchy in the health and safety in employment legislation to either: (a) Eliminate the hazard completely (b) Isolate the hazard to prevent the exposure to that particular hazard; or (c) Minimise the impact of the hazard.	1. Procedure for developing appropriate controls.	●	**Document in WX**
	2. Details of controls developed for significant hazards*.	●	**HazSOPs – incl OSH reqmts**
	3. Process for the issue, renewal and maintenance of safety equipment related to significant hazards* including personal protective equipment.	●	**Employee Sign off of specific training instructions relating to Protective Equipment**
	4. Evidence that controls developed for significant hazards* are based on appropriate documentation or advice (where applicable).	●	**Link OSH reqmts directly into HazSOPs**
4. There are appropriately trained and/or experienced people leading the identification and management of hazards.	1. Records of training, and/or skills and experience for people leading hazard management.	●	**Training reqmts; staff appraisals & grading; history**
	2. Evidence of ongoing training or increased experience for people leading hazard management that has occurred within the previous two years.	●	**Training reqmts; staff appraisals & grading; history**
5. There is a procedure for obtaining specialist advice for managing specific hazards, where this competency is not available through internal staff.	1. Procedure to support the appropriate use of specialist advice (eg. the management of hazardous substances, monitoring of noise levels or assessment of workstations).	●	**Document policy/ procedures in WX**
	2. Accessibility of reference information for all staff (eg. hard copy or electronic) that includes relevant legislation, regulations, codes of practice, safe operating procedures, MSDS etc.	●	**Centralised desktop access to WX SOPs and HazSOPs; Printed reports for distribution as required – job specific/ location specific/ hazard specific/ equipment specific.**
	3. List or information about availability of internal or external health and safety specialist advice (where applicable).	●	**Link directly to SOPs/ HazSOPs in WX**
6. There is a schedule documenting the minimum review timetable to monitor significant hazards* that have been isolated or minimised.	1. Hazard review timetable appropriate for particular identified hazards.	●	**Use Checklists feature; Audit/ review**
	2. Responsibilities assigned for ensuring timetable is met and signed off at each period.	●	**Checklists; Job Descriptions, incl Responsibilities and Authority**

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
7. There is active management of hazards associated with any new or modified equipment, material, services or work processes introduced into the workplace.	1. Hazard identification and management documents.	●	**Equipment checklists; HazSOPs**
	2. A process for consultation with relevant health and safety personnel in the purchase or implementation of new or modified equipment, material, services or processes.	●	**Document process in WX**
	3. Evidence of health and safety issues incorporated into purchasing and design decisions (where applicable).	N/A	**External evidence/ Policy content. (Include in Purchasing procedures if applicable)**
8. There is an ongoing opportunity for the active involvement of union* and other nominated employee representatives* in identifying and managing hazards in the workplace.	1. Evidence of employee consultation or active involvement in hazard management, or the provision of ongoing opportunities for involvement (process document accepted for new applications).	◑	**External evidence/ Policy content. Document process in WX**
9. There is a process to identify and manage any areas of the workplace requiring specific health monitoring in relation to tasks being undertaken (where applicable).	1. Process to identify tasks requiring monitoring and ongoing regular testing.	●	**Document process in WX; Checklists**
	2. Process to undertake baseline monitoring of health related to identified tasks and to notify results to employees (eg. hearing tests, lung function tests).	●	**Document process in WX**
	3. Process for post-critical event testing and exit testing.	●	**Document process in WX**
	4. Process to manage sub-optimal test results that includes consideration of individual medical and vocational needs.	●	**Document process in WX**
	5. Process to feed back sub-optimal results into hazard management.	●	**Document process in WX**
10. There is a process to identify tasks where significant hazards* may make pre-employment health screening appropriate to ensure that the potential for work injury or work-related illness through exposure to those particular tasks is minimised.	1. Process documents.	●	**Document process in WX**
	2. Documented rationale and process for pre-employment health screening that is linked to specific significant hazards* (where applicable).	●	**Document process and rationale in WX; HazSOPs**
11. Work areas, over which the employer has control or influence, are planned, so that the exposure of visitors and the general public to workplace hazards is minimised.	1. Clear marking of designated areas as appropriate.	◑	**Document physical controls by area**
	2. Signage, security log books or visitors' registers available as appropriate to specific areas of the workplace or escorting restrictions and induction for site visitors.	◑	**Document procedures in WX; include in new staff orientation**
	3. Evidence that emergency procedures are covered with site visitors.	N/A	**Physical Control**
	4. Provision of appropriate personal protective equipment for visitors to the site (eg. goggles, "hi-viz." vests).	◑	**Document procedures in WX**

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Four:
Information, Training and Supervision

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is appropriate health and safety induction training for new employees and employees transferring to a new environment, role or task.	1. Evidence of staff health and safety induction training that includes consideration of the following needs (where appropriate): – Emergency procedures – Incident and injury reporting – Hazard identification – Employer and employee responsibilities – The process for employee health and safety representation – Information about the health and safety forum/s – Designated roles for health and safety and rehabilitation – Work injury claims process – Rehabilitation responsibilities – Use and maintenance of relevant health and safety equipment, including personal protective equipment (eg. checklist, training information).	●	Detailed staff orientation by job role; Training module
	2. Signed employee induction training records (or similar individual verification).	●	Printed training reports for staff sign-off (copy staff/ employer)
2. There is identification of health and safety training needs in relation to hazards associated with specific roles, tasks or areas of work.	1. Procedure to identify training needs for specific roles, tasks, or areas of work (eg. training needs assessment or training plan linked to hazard management).	●	Hazards capture, detailed HazSOPs, and training, specific to job roles, physical locations, & equipment
3. All health and safety information and training is delivered so that the key messages are clearly understood, taking into account language, literacy, vision, hearing or other variables.	1. A process to determine that health and safety information and training have been understood.	●	Document process in WX; Sign off of printed training instructions
	2. Signed employee training records (or similar individual verification).	●	Sign off of printed training instructions (copy staff/ employer)
	3. Evidence that task-specific training has occurred (eg. certification, training records or similar where applicable).	●	Staff appraisals and training needs linked directly to detailed work actions. Sign off of printed training instructions (copy staff/ employer)
	4. A process for "bring-up" reminder facility for recurring training or certification requirements including assignment of responsibilities for this process.	●	Checklists
	5. Evidence to demonstrate that competency has been achieved following specific health and safety training (eg. written or oral tests, certifications, practical skill demonstrations including on-the-job assessments).	●	12 point staff assessment; Training course notes
4. There is access to internal staff members with the relevant skills, experience or qualifications to undertake training.	1. Guideline document (or similar) outlining health and safety trainer selection criteria.	●	Training provider details in WX
	2. Records of internal trainer's skills, experience or qualifications.	●	Training provider details in WX

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Four (cont'd):
Information, Training and Supervision

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
5. There is a process to determine the relevant skills, experience or qualifications of external trainers used for specific training requirements.	1. Selection criteria or similar for use of external trainers (where applicable).	●	**Training provider details in WX; Document process in WX if required**
6. There is a system for controlling health and safety related documents and information including the dissemination of applicable information to staff and notification of outdated documents. *	1. Document control system (paper based or electronic).	●	**Document process n WX; Link relevant documentation direct to WX detail**
	2. Dates on health and safety documents at operational sites.	●	**Version control**
	3. Role-specific responsibilities to review health and safety documentation control.	●	**H&S Officer/ other job description**
7. Health and safety information specific to the workplace is available to all employees.	1. Access to further information is included in health and safety information available in the workplace (eg. posters, signs, training, Intranet, briefings, meeting schedules or similar).	●	**Centralised desktop access to WX SOPs/ HazSOPs; Orientation; Printed reports specific to jobs/ locations/ hazards/ equipment**
8. Supervision for employees undergoing on-the-job training is provided by experienced and skilled staff to ensure the employee's newness to the task or role does not endanger themselves, others or equipment.	1. A process that requires assessment of relevant experience and skills for the supervision of employees undergoing on-the-job training.	●	**12 point staff appraisal system at detailed work action level**
	2. A process for the clear designation of responsibility for supervision of new employees.	●	**Specific Responsibilities and Authority by role**

> * Requirement 6: Notification of outdated documents can be facilitated by knowing exactly who needs to know. WX can find all those links for you.

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Five:
Incident and Injury Reporting, Recoding, and Investigation

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a system for reporting, recording and analysing incidents, injuries and work-related illnesses.	1. Documented procedure.	●	Document procedures in WX
	2. Incident and injury (accident) reporting forms.	●	Link specific ACC/OSH/Internal forms
	3. On-site incident and injury (accident) registers.	●	Link electronic registers directly
	4. Procedures requiring early and prompt attention to all reported incidents and injuries.	●	Document procedures in WX
	5. Collation of all injury and incident data into a central record for analysis.	●	Central WX and register reporting
2. Employees understand their specific responsibilities to report incidents, injuries and workplace illnesses that have or might have harmed anyone in the workplace.	1. Reporting systems available in all work areas (eg. forms in hard copy or on-line).	●	Access to desktop or printed forms via WX – job/ procedure specific
	2. Staff communications, team briefings, health and safety meeting minutes.	N/A	External evidence
	3. Examples of completed incident and injury reports (where applicable).	N/A	External evidence
3. When a serious harm occurs to an employee the Occupational Safety and Health Service (OSH) of the Department of Labour is notified as soon as possible and a written report is sent within seven days. *(NB: There are other agencies that the employer may also need to notify to meet regulatory obligations, in the event of a serious harm injury.)*	1. Procedure to notify OSH including documented responsibility for notification.	●	Document procedures in WX; link appropriate OSH forms directly; Auto email
	2. Example(s) of notification within required timeframe when a serious harm injury has occurred (where applicable).	◐	Auto-email/ despatch record
4. The employer has a procedure to investigate incidents and injuries that harmed or might have harmed an employee.	1. Incident and injury investigation procedure.	●	Document procedure in WX
	2. Designated incident and injury (accident) investigators.	●	Role descriptions including responsibilities and Authority assigned to specific staff
	3. Incident and injury (accident) investigation forms (forms in hard copy or on-line).	●	Std forms linked directly in WX
	4. Incident and injury (accident) investigation example reports (where applicable).	N/A	External evidence
5. There is a procedure to ensure corrective action is undertaken in relation to any deficiencies identified during an investigation.	1. Procedure for corrective action to be undertaken when deficiencies are identified in an investigation.	●	Document procedure in WX
	2. Feedback into hazard management included in the process.	●	Version control and procedures history track changes
	3. Responsibility for corrective action is assigned, time-bound, signed and dated as part of an incident and injury investigation and includes training and injury prevention feedback (where applicable).	●	Checklist items assigned to specific staff; hard copy reports for signing if reqd; links direct to training and SOPs/ HazSOPs
	4. Evidence of senior management* involvement and follow-up (eg. management minutes or communications).	N/A	External evidence
6. Injury and incident data is reviewed to identify trends and provide information to managers and employees that can be used in injury prevention initiatives.	1. Process for at least annual review of collated data (eg. minutes of meetings, distribution of findings to management and employees).	●	Document process in WX; Audit/review system; Checklists to schedule reviews
	2. Evidence of at least six monthly review of collated data (eg. minutes of meetings, distribution of findings to management and employees).	N/A	External evidence; Checklists to schedule reviews
	3. Evidence of injury prevention initiatives implemented where relevant (eg. changes in work practices, specific training).	●	Version control and procedures/ training course history to track changes

●	WX provides Full Support
◐	WX provides Partial Support
	WX provides no support
N/A	External to systems support

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Critical Element Six:
Employee Participation in Health and Safety Management

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a forum (or series of forums) to enable communication between the employer, employees and union and other nominated employee representatives* on issues of interest and concern related to health and safety. *(For a large or multi-site employer the number of forums should be appropriate to the size, type and geographic spread of the business, so that all employees have a "voice" through to management.)*	1. Evidence of health and safety forum(s) that include the participation of management and employee representatives (eg. minutes of meetings).	N/A	External evidence
	2. Evidence of frequency of forum(s) at least quarterly (not applicable for new applications).	◑	Checklist items for organising forum
	3. Evidence of ongoing opportunity for joint involvement in injury prevention initiatives and, where applicable, injury management initiatives (eg. planning notes, outcomes of joint initiatives).	N/A	External evidence
	4. Evidence of consultative development, monitoring and review of health and safety policies, processes and performance at least annually (eg. minutes of meetings, action plans, review documents).	◑	Version control and change history; Audit/ review system
2. There is a process agreed to by employees, to support union* and other nominated employee representative* involvement in health and safety development, monitoring and review.	1. Process for health and safety management that specifically supports employee involvement.	●	Document process in WX
	2. Evidence of agreed process to elect or endorse union* and other nominated employee representatives* to support health and safety.	N/A	External evidence
	3. Evidence that information on this process is readily available and communicated to all staff.	N/A	External evidence
3. Health and safety training is provided to employees actively involved in health and safety management to assist in the development and establishment of safe workplace practices.	1. Evidence that health and safety training has been undertaken within the last two years.	●	Training reqmts; staff appraisals & grading; training history

● WX provides Full Support
◑ WX provides Partial Support
WX provides no support
N/A External to systems support

Critical Element Seven:
Emergency Planning and Readiness

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a documented emergency plan that identifies potential emergency situations and meets relevant emergency service requirements.	1. Evidence of identification of the range of potential emergency situations in the workplace that considers the type and location of the employer (eg. chemical spills, earthquakes, management of emergency situations for employees working alone).	●	Hazard capture sheets; capture by physical location; grade hazards (colour coded) and link directly to detailed Hazard Operating Procedures (HazSOPs) Also, identify & document specific contingencies, & procedures to follow in each instance.
	2. Evidence of consideration of emergency service requirements.	●	Link emergency services direct to procedures and have printed versions on hand
	3. An emergency plan that includes the response required for the relevant identified emergency situations.	●	Document plans by contingency, in WX (use Folders)
2. Emergency procedures have been implemented and communicated with all employees and contract staff.	1. Evidence that the emergency procedures have been implemented and communicated (eg. signage, communications, training).	◑	Communications supported by centralised desktop access plus printed versions where required
3. Designated employee/s or wardens for each work area trained to take control in an emergency.	1. List of designated employees known to all staff.	●	Responsibilities,; Team Leaders
	2. Training schedules and records.	●	Training course history
	3. Evidence that review or refresher emergency training has been undertaken with designated employees within the previous year.	●	Training courses; history; providers; assessment
	4. Evidence of specific emergency training for designated staff according to identified potential emergencies in the workplace (eg. civil defence emergency training, advanced first aid certificates).	●	Training courses; history; providers; assessment
4. There is periodic testing of emergency evacuation procedures at regular intervals – of no greater than six months apart.	1. Record of emergency evacuation drills.	◑	External evidence; Document drill procedures in WX ; checklists prompt regular drills; Link drill register direct to procedures
5. There is a consultative review of emergency response procedures, after any practice drills and after any actual emergency event.	1. Minutes of review meetings, particularly post-critical event.	N/A	External evidence
	2. Evidence of update to procedures and plans (where applicable).	●	Versions control and history of changes

WORKLINX

Critical Element Eight:
Protection of Employees from Onsite Work by Contractors…

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. Induction to on-site health and safety procedures is co-ordinated by a designated person(s) for all contracted staff, including one-off maintenance contractors or similar.	1. Process for the induction of contractors and their staff, according to their level of involvement with employees in the workplace, and including sign-off by employer and contractor or subcontractor. 2. Designated person(s) to co-ordinate health and safety induction for contractors. 3. Evidence of completed contractor induction (where applicable).	● ● ●	**Document process in WX; Training/ induction report sign off** **Staff responsibilities** **Signed training/ induction report**

2. Criteria to select and manage contractors include assessment of health and safety performance.	1. Documented procedures (eg. selection checklist or similar).
	
	2. Contractor plans include:
	
	  – Staff training and competencies
	
	  – Current certification and permits
	
	  – Declaration of the above signed by contractor.
		●
		
		N/A
			Document procedures in WX
			
			External evidence

3. Health and safety expectations and responsibilities are written into contracts.	1. Evidence that health and safety responsibilities are written into contracts (eg. procedures, signed contracts).	◑	**Append relevant procedures to contracts and have signed by contractor**
4. There is a process to actively monitor the health and safety performance of the contractor at agreed regular intervals for the duration for the contract where relevant. *(NB: Only applies to contract work undertaken on a site where there are employees of the principal present.)*	1. Evidence of review of work site health and safety performance including dates and responsibilities. 2. Evidence of feedback from the contractor into hazard identification and incident and injury reporting (where applicable).	● N/A	**Use Checklists features** **External evidence**
5. Post-contract evaluations include health and safety as part of the evaluation.	1. Process for post-contract evaluation. 2. Evidence of completed post-contract evaluations (where applicable).	● N/A	**Document process in WX** **External evidence**

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Nine:
Workplace Observation

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. The auditor is able to observe some selected audit standard requirements in practice.	1. Hazard registers.	●	Hazards module
	2. Evidence of assessment of hazards to determine their significance.	●	Colour code grading
	3. Current safety information on display.	N/A	External evidence
	4. Incident and injury (accident) registers available in the workplace (hard copy or electronic).	◑	Link direct to procedures
	5. Forms completed (where applicable).	N/A	External evidence
	6. Evidence of personal protective equipment in use according to what is appropriate to the area visited.	N/A	External evidence
	7. Restricted areas of work are clearly marked.	N/A	External evidence
	8. Escorting and signing requirements are in place for restricted areas of work.	N/A	External evidence
	9. Emergency evacuation procedures are clearly outlined (eg. signs, posters, designated listed employees trained to take control in an emergency eg. wardens, first aiders).	N/A	External evidence
	10. Emergency exits are clearly marked.	N/A	External evidence
	11. Emergency equipment is clearly marked and current.	N/A	External evidence
	12. Security log books, visitor registers (or similar) are provided.	N/A	External evidence
	13. Personal protective equipment is available for site visitors (where applicable).	N/A	External evidence

● WX provides Full Support
◑ WX provides Partial Support
WX provides no support
N/A External to systems support

Critical Element Ten:
Cover Decisions

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a claims lodgement system that ensures lodgement of workplace injuries.	1. Documented claims lodgement procedure.	●	Document procedures in WX; Linked documents
2. There is a procedure for making cover decisions on work-related personal injury claims that is timely and complies with the legislation*.	1. Procedure to determine whether a personal injury is work-related.	●	Document procedures in WX
	2. Example or standard letters and forms.	●	Link direct to procedures
	3. A procedure to manage work injury disputes that includes consideration of all relevant information (eg. medical, employee and employer information).	●	Document procedures in WX
3. Cover decision letters state the reasons for decisions and include review rights.	1. Evidence of cover decisions that are confirmed in writing (including favourable decisions) and contain review rights according to the legislation*.	N/A	External evidence
	2. Any cover decision unfavourable to the employee is discussed with the employee prior to written notification.	N/A	External evidence
4. There is a trained and/or experienced, designated person/s to determine cover for work-related injuries according to the legislation*.	1. Acceptance or declinature of cover is made by designated person(s) with knowledge of the current legislation* and with no less than 12 months' claims management experience, or who is under the close personal supervision of someone with at least this experience.	●	12 point staff assessment feature; Staff reporting lines an detailed job descriptions/ requirements
5. There is employee training or similar awareness programme that ensures all employees are informed of the claims lodgement procedures.	1. Standard training or training programme examples.	●	Training features, including courses, providers and staff training history
	2. All employees have some means of informing service providers of their employer's ACC Partnership Programme status (eg. identification cards, brochures, introductory letters).	N/A	External evidence; Orientation
	3. Evidence that information is provided at least annually to all employees.	N/A	External evidence
	4. Evidence that information is readily available to all employees (eg. notifications, publications, posters or similar staff communications).	N/A	External evidence; supported by centralised desktop access/ printed documentation/ Audit & review
6. There is a process for the transfer of claims that are not the responsibility of the employer (eg. non-work related claims or those belonging to another employer received in error).	1. Documented transfer process.	●	Document procedures in WX
	2. Evidence that process conforms with ACC guidelines (ACC will notify employers through guidelines from time to time).	●	Link guidelines direct to procedures

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Eleven:
Entitlements

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a procedure to ensure injured employees are aware of their entitlements and of the process for applying for those entitlements.	1. Notification procedure.	●	Document process in WX
	2. Evidence that information on entitlements is readily available to all employees (eg. Intranet, fact sheets, brochures).	●	Link relevant documents directly to procedures
	3. Evidence that information on entitlements that may be applicable, is provided with acceptance of claims for cover.	N/A	External evidence
2. There is a process for assessing injured employees' eligibility to entitlements according to the legislation*.	1. Evidence of assessment process that considers the range of medical, social and vocational entitlements (eg. needs assessment sheets or similar).	●	Document process in WX; Link relevant forms directly to procedures
	2. Example or standard letters/forms.	●	Link direct to procedures
	3. All entitlement decisions are confirmed in writing (including favourable decisions) and contain review rights according to the legislation*.	◐	External evidence; Document in policies and procedures
	4. Any entitlement decision unfavourable to the employee is discussed with the employee prior to written notification.	◐	External evidence; Document in policies and procedures
3. There is a process to obtain and update signed, informed consent from an employee before the collection and release of information relevant to a claim.	1. Evidence of provision of written explanation to employees required to sign a consent form.	◐	External evidence; Document process in WX
	2. Standard consent form that includes reference to the Privacy Act 1993 and Health Information Privacy Code 1994 with completed examples (where relevant).	◐	External evidence; Link relevant forms directly to procedures
4. There is a procedure to ensure that employees receive accurately calculated weekly compensation according to provisions of the legislation*.	1. A procedure to calculate and pay weekly compensation with reference to the period of incapacity that is being covered that considers secondary employment where relevant.	●	Document process in WX
	2. Evidence that calculation sheets are maintained on every file where a period of incapacity exceeds seven days and a copy sent to the injured employee.	N/A	External evidence
	3. Evidence of a procedure to advise injured employees in all situations where more than 80% weekly compensation is being paid.	●	Document process in WX
	4. A procedure to apply indexation increases (Orders in Council) that includes reference to the relevant dates involved.	●	Document process in WX
	5. A procedure to calculate and pay abated weekly compensation.	●	Document process in WX

●	WX provides Full Support
◐	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Twelve:
File Management

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a procedure detailing information to be contained in a claim file.	1. Detailed procedure.	●	Document process in WX
	2. Actual claim files (refer objective).	N/A	External evidence
	3. Example or standard letters and forms.	●	Link forms direct to procedures
2. All claims information is collected and stored correctly in accordance with the relevant legislative requirements.	1. A procedure that includes reference to the Privacy Act 1993 and the Health Information Privacy Code 1994.	●	Document process in WX
	2. A secure storage area and list of authorised personnel with access.	N/A	External evidence; link by staff to Responsibilities and Authority
	3. Individual claim information kept separately from other employment-related information (eg. personnel files).	N/A	External evidence
	4. Each claim file contains only information relevant to the management of that individual claim.	N/A	External evidence
	5. Files not requiring transfer at the end of the claims management period are held securely and are accessible to ACC on request.	N/A	External evidence
3. Claims contain confirmation of early contact and initial consideration of rehabilitation needs. (Not applicable for "medical-fees-only" claims.)	1. Procedure requiring early contact and an initial needs assessment with injured employees within five working days of injury notification.	●	Document policy/ procedures in WX
	2. Evidence that contact is made and an initial needs assessment carried out within two working days of injury notification.	◑	External evidence; Document policy/ procedures in WX
4. Claims contain up-to-date running sheets summarising the management of the claim.	1. Evidence that running sheets are held on all files that contain more than initial treatment* costs.	◑	External evidence; Document policy/ procedures in WX
5. Closed claims that contain more than initial treatment* costs contain a closure summary (or similar).	1. Closure summary examples or templates that include (at least): – Total costs and final outcome – Rehabilitation intervention (where relevant).	◑	External evidence; Document policy/ procedures in WX; Link templates direct to procedures
6. A process exists to prepare, review and transfer claims according to ACC specifications.	1. Active claims to be transferred to ACC contain a completed chronological transfer summary report.	◑	External evidence; Document policy/ procedures in WX
	2. Process for transfer includes notification to the injured employee, ACC and other parties actively involved in the management of the claim (eg. general practitioner, union representative*).	●	Document policy/ procedures in WX
	3. A file quality check of payment accuracy and rehabilitation is carried out prior to transfer and signed off by a designated senior person.	◑	External evidence; Document policy/ procedures in WX
	4. Evidence that process conforms with ACC guidelines (ACC will notify employers from time to time).	◑	External evidence; Document policy/ procedures in WX; link guidelines to procedures in WX

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Thirteen:
Administration and Reporting

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. The employer has a computer reporting system that contains all data requested by ACC.	1. Programme used to record ACC data is backed up to the employer's information technology (I.T.) standards.	◑	External evidence; Document policy/ procedures in WX; Checklists prompt regular back-up
	2. Programme used is technically supported (eg. by employer's I.T. department or vendor supplying programme).	●	WX ongoing technical support
	3. Programme has documented data procedures and information (eg. user guide or manual).	●	Extensive "I button" help; Video tutorials
	4. Reporting responsibilities defined and data-specific roles covered for leave and sickness.	●	Detailed work actions; Job roles and responsibilities
2. Monthly reports are to be received within five working days of month end and in a format specified by ACC.	1. Report format (as defined by accredited employer data system).	◑	External evidence; Document policy/ procedures in WX
	2. Records show timely reporting within five working days of month end with current supporting correspondence from ACC (eg. email message confirming receipt of data – not applicable for new accredited employer applications).	◑	Use checklists to prompt monthly reporting; Auto-email
3. There is a process for providing individual case estimates.	1. There is a process to provide case estimates based on (at least): – Injury type and severity – Occupational type – Age of claimant.	●	Document process in WX
4. Computer systems are secure and access is only available to designated personnel. *	1. Evidence that information is restricted to designated personnel.	●	Restricted user access to WX; levels of security
	2. Computer system security that meets the requirements of the 1993 Privacy Act and the 1994 Health Information Privacy Code.	●	Restricted user access to WX; levels of security
	3. Digital Certificate for data transmission (held either by the employer or by a subcontracted third party administrator who transmits data on behalf of the employer).	●	WX datafiles cannot be copied or transferred without express intervention of WX at the request of the WX client controller
5. There is a process to identify and manage issues of inappropriate claiming or fraud independent of the ongoing injury management of a claim.	1. Fraud identification process.	●	Document process in WX
	2. Evidence that any investigation process will be managed independently from the ongoing injury management process.	●	Document process/ roles responsibilities in WX
	3. Evidence that the employer will promptly contact ACC to seek expert advice.	◑	External evidence; Document policy/ procedures in WX
6. There is a process to liaise with, and notify ACC regarding: – Fatal claims, serious injury claims or claims of a sensitive or complex nature – Changes in the employer's injury management operation or injury management personnel.	1. Liaison and notification process.	●	Document process in WX
	2. Example or standard letters (where relevant).	◑	Link forms direct to procedures
	3. Evidence that there is designated "single point of contact" responsible for ACC notification and liaison.	●	Job roles/ responsibilities

> * Requirement 4: Security requirements should apply to all computing systems, not just Health and Safety. Security procedures can and should be documented in WX.

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Fourteen:
Disputes Management

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is a disputes management procedure according to the requirements of the legislation* and accredited employer agreement.	1. Disputes management procedure. 2. Standard letters and forms. 3. Examples (where relevant). 4. The disputes management procedure includes options for informal resolution in the first instance (eg. meeting with relevant parties, independent complaint investigation or conciliation procedures by the designated "disputes manager").	● ● N/A ◑	Document procedures in WX Link directly to procedures Eternal evidence Include options in documented procedures
2. There is a designated senior person(s) responsible for dispute management (not the initial decision-maker).	1. Designated "disputes manager".	●	Staff roles and responsibilities
3. Employees are aware of the disputes management process and rights of review and appeal and have access to the designated "disputes manager".	1. Evidence of information provided to staff regarding review and appeal rights and the disputes management process (eg. training information, newsletters, posters).	●	Training sign-off
4. There is a process for the evaluation of dispute management outcomes to ensure that opportunities for improvement are identified (where applicable). *(Care must be taken to protect the privacy of individuals in reviewing dispute outcomes.)*	1. Evaluation process. 2. Evidence of evaluation of disputes management outcomes that occurs annually or when an employer's decision is overturned at review.	● ◑	Document procedures in WX Use checklists to prompt regular review

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Fifteen:
Development of Rehabilitation Policies, Procedures & Responsibilities

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. A written rehabilitation policy that: – Is current, dated and signed by a senior manager – Is widely accessible in the workplace – Is included in staff orientation training – Includes objectives and responsibilities – Includes consultation with union* and other nominated employee representatives*.	1. Policy document. 2. Records of staff induction, provided in staff handbooks, Intranet (or similar). 3. Evidence that the policy recognises the employees' need for support, advice and representation from the employees' union* or other nominated employee representative* (eg. colleague, friend, family).	● ● N/A	Document policy in, or link directly to WX Include in staff orientation program, supported by central/ print access Policy content
2. Workplace rehabilitation will be managed by a designated and trained or experienced person/s.	1. The designated ACC Partnership Programme case manager has at least: – 24 months' workplace rehabilitation experience; or – A tertiary qualification in rehabilitation (or equivalent) and 12 months' workplace rehabilitation experience; or – Is working under the direct, close supervision of someone who meets the above requirements (eg. within a subcontracting relationship with a third party administrator). 2. Responsibilities defined and rehabilitation roles covered for leave and sickness.	N/A ●	External evidence; Can link qualification requirements to detailed job description Detailed job roles and responsibilities
3. The employer has documented procedures for early intervention strategies, including managing the recovery of employees following injury, and intervention as soon as a potential gradual process injury is identified.	1. Rehabilitation and return to work procedure, including monitoring and follow-up. 2. Rehabilitation resourcing responsibilities are designated at senior management level. 3. Designated management responsibilities for rehabilitation for each work site. 4. Documented rehabilitation support responsibilities for union* and other nominated employee representatives*. 5. The policies and procedures are developed and implemented in consultation with union* and other nominated employee representatives*. 6. Evidence that rehabilitation and return to work processes have been implemented (where applicable).	● ● ● ◑ N/A N/A	Document monitoring procedure in WX; Specify new job description in WX for returning employee, as well impact on existing roles Job descriptions/ responsibilities Job descriptions/ responsibilities Job descriptions/ responsibilities; policy content External evidence External evidence

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
4. Line managers and union* and other nominated employee representatives* actively involved in rehabilitation management understand the process of maintaining employees in the workplace and supporting safe and early return to work.	1. Information available.	●	Central/ printed access to procedures/ policies
	2. Evidence of training programme (or similar) within 12 months of programme entry (not applicable for initial audit).	●	Training course content/ attendee history
	3. Evidence that training has been carried out within the last two years.	●	Training course content/ attendee history
5. Injured employees are informed and understand the process and responsibilities for rehabilitation, including the need for early intervention.	1. Processes covering staff and management responsibilities, early return to work expectations, selected work options, support available and the right to union and other nominated employee representation*.	●	Central/ printed access to procedures/ policies
	2. Evidence that information is provided at least annually to all employees.	●	Version control; training history
	3. Evidence that process information is readily available to all employees (eg. notifications, publications, posters or similar staff communications).	N/A	External evidence
6. There is a process to monitor, evaluate and review rehabilitation plans and outcomes.	1. Process to monitor, evaluate and review.	●	Document process in WX
	2. Designated roles and responsibilities for this process including the timeframes involved.	●	Roles/ responsibilities; checklists
7. Preferred provider network specific to the employer's workplace needs is established to support rehabilitation (eg. general practitioners, specialists, social needs assessors).	1. Rationale and criteria for selection of preferred providers is documented.	N/A	External evidence; can link to procedures
	2. Preferred provider lists (or similar information).	N/A	External evidence; can link to procedures
	3. Process for monitoring of preferred provider performance.	●	Document process in WX
	4. Evidence that preferred provider performance has been monitored within the last 12 months.	◑	Checklists; link report docs
8. The rehabilitation policy includes provision of rehabilitation opportunities for non-work injuries.	1. A statement in the policy (eg. opportunities for alternative duties when available, access to preferred providers).	N/A	Policy content
	2. Evidence that employers have been involved in the rehabilitation or return to work programme of employees who have sustained non-work injuries (where applicable).	N/A	External evidence
9. Rehabilitation management includes an opportunity for the employer to develop and implement an unscheduled leave management (or total absentee management) programme.	1. A statement of intent (eg. statement in the rehabilitation policy, business plan).	●	WX flexibility in rearranging work action and job roles enables greatly simplified absentee management

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Sixteen:
Assessment, Planning and Implementation of Rehabilitation

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. Procedure to assess an employee's rehabilitation needs (includes both initial assessment and ongoing rehabilitation requirements).	1. Rehabilitation assessment procedure that includes timeframes for intervention, designated responsibilities and process for notification to third party service providers (where relevant).	●	Document procedures in WX
2. Vocational and social rehabilitation needs are assessed (where applicable) with reference to the legislation*.	1. Procedure that provides guidelines on rehabilitation providers to be utilised when necessary.	●	Document procedures in WX
	2. Evidence that consideration of social rehabilitation (eg. home help and childcare) has occurred (eg. referrals, rehabilitation plans).	N/A	External evidence
	3. Evidence that consideration of vocational rehabilitation has occurred (eg. referrals, rehabilitation plans, needs assessments).	N/A	External evidence
3. There is a process to ensure referrals are made to the relevant service providers.	1. Process for referral based on the needs assessment and including procedures required, timeframes and monitoring of provider performance.	●	Document procedures in WX
	2. Evidence of referral letters and forms.		

4. Where the need for rehabilitation is identified, an individual rehabilitation plan is developed in consultation with relevant parties and based on legislative requirements and includes:
  – Goals
  – Actions to be taken
  – Responsibility for actions
  – Timeframes
  – Costs.
	1. Policies and processes for the development of rehabilitation plans within a maximum of six weeks of injury notification, following consultation with the injured employee and medical providers.	●	Document policies and processes in WX

	2. Development of rehabilitation plan carried out in consultation with key workplace influencers (eg. case manager, injured employee, line manager and (on request) union and other nominated employee representative*).	N/A	External evidence
	3. Process requiring rehabilitation plans or action plans to be established within 14 days of injury notification following consultation with the injured employee and medical providers.	N/A	External evidence
	4. Process requiring rehabilitation plans or action plans to be established within a maximum of seven days of injury notification following consultation with the injured employee and medical providers.	N/A	External evidence
	5. Rehabilitation plans are developed and monitored in <u>face-to-face</u> interviews with key workplace personnel (eg. case manager, injured employee, line manager and (on request) union and other nominated employee representative*).	N/A	External evidence
5. Rehabilitation plans are monitored and reviewed at agreed timeframes for the duration of rehabilitation.	1. The responsibility for monitoring and timeframes for reviews are specified in the rehabilitation plan.	N/A	External evidence
	2. Monitoring of rehabilitation progress occurs at least weekly for the duration of rehabilitation.	N/A	External evidence

● WX provides Full Support
◑ WX provides Partial Support
  WX provides no support
N/A External to systems support

Critical Element Seventeen:
Rehabilitation Outcomes, Return to Work, and Follow Up Procedures

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. The employer has a process established that identifies suitable alternative duties and is committed to providing these duties (when available).	1. Process that includes guidelines for the consultative identification of alternative duties and the designated responsibilities for this process.	●	Document process in WX
	2. Example rehabilitation plans as evidence of provision of alternative duties (where relevant).	N/A	External evidence
	3. Evidence that rehabilitation outcomes have been achieved (eg. rehabilitation plans).	N/A	External evidence
2. The employer considers retraining and job seeking where return to work at the pre-injury job is not an option.	1. Process that considers the range of vocational rehabilitation options as expressed in the legislation* (where applicable).	●	Document process in WX
3. The employer has a process for the consultative review of rehabilitation plans that continue beyond the agreed completion date.	1. Process for consultative review of ongoing rehabilitation plans that considers current medical, vocational and social information at least every eight weeks for the duration of the claim.	●	Document process in WX
	2. A process to consider ongoing intervention options for non-progressive rehabilitation cases including (for example) vocational independence, surgery options, referred assessment service.	●	Document process in WX
	3. Process for consultative review of ongoing rehabilitation plans that considers current medical, vocational and social information at least every four weeks for the duration of the claim.	●	Document process in WX
4. The employer ensures that any previously unidentified health and safety or injury prevention issues arising out of the rehabilitation process are fed back into hazard management.	1. Evidence of feedback from rehabilitation planning into hazard management (eg. forums, hazard register, staff communications, training plans) (where applicable).	●	Hazard register, HazSOPs, and related training course detail, including version control and change history

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Eighteen:
Focus Group Interview

Details of Requirements:	Level of WX Support/ Comments
1. There is an understanding of what constitutes a hazard in the workplace.	N/A **External evidence from interview;**
2. There is an understanding of the process for hazard identification.	**Wide exposure to procedures etc documented in WX (via central or printed access) will help maximise understanding**
3. There is an awareness of respective responsibilities in the identification of hazards.	**WORKLINX can provide consulting support and workshop tools to facilitate Focus Group**
4. #There is an understanding of the term "significant hazard" and the hierarchy of controls in the management of these hazards.	
5. There is an understanding of injury and incident reporting and recording requirements.	
6. There is an understanding of injury or incident investigations including designated responsibilities and the role of the injured employee and the manager concerned.	
7. There is an understanding of the responsibilities for corrective action resulting from an injury or incident investigation.	
8. #There is an understanding of how to initiate rehabilitation support and assistance for any injured employees.	
9. There is an understanding of the process for union* and other nominated employee representation and the way in which to raise health and safety issues.	
10. There is an understanding of the emergency procedures in the workplace.	
11. There is an understanding of what the "partnership" refers to under the ACC Partnership Programme and how it relates to the workplace.	
12. Employees are aware of the claims lodgement process and how to access entitlements.	
13. #There is an understanding that work-related claims information is collected and stored in relation to the Privacy Act 1993 and the 1994 Health Information Privacy Code.	
14. Employees are aware of the disputes management process and how to review decisions.	
15. #There is an understanding of the key roles and responsibilities in rehabilitation (eg. the roles of the case manager, injured employee, team manager and union* and other nominated employee representative* (on request).	
16. Employees are aware that their medical, social and vocational needs will be assessed if they sustain a work-related injury (eg. home help, transport, weekly compensation).	
17. #There is an understanding of the rehabilitation process, and there is support from management for the early return to work of injured employees.	

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

Critical Element Nineteen:
Case Studies

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. There is an ACC45 claim form for the work-related injury on file.	1. ACC45.	N/A	**External evidence from case files**
2. There is an individual file uniquely numbered containing only information relevant to the injury.	1. Claim file containing only injury-related information.		
3. There is written confirmation of the cover decision issued within the timeframes specified in the legislation* that includes review rights.	1. A copy of the cover decision with review rights included.		
4. There is signed consent, valid for the duration of the claim (not the ACC45).	1. Signed consent form on file (ACC45 sufficient for medical-fees-only claims).		
5. There is a completed needs assessment (or similar).	1. Needs assessment completed within five working days of injury notification.		
	2. Needs assessment completed within two working days of injury notification.		
6. There is written confirmation that all entitlement decisions (including accepted decisions) contain review rights.	1. Copies of decision letters (where relevant) with review rights included.		
7. Where incapacity is greater than seven days, entitlement to weekly compensation has been calculated and a copy forwarded to the injured employee.	1. A copy of the calculation sheets. 2. A copy of calculation sheets for abatement (where relevant). 3. Where more than 80% entitlement is paid, there is written confirmation to the employee informing them of this.		
8. Referrals have been made to the appropriate provider as per the needs assessment (where applicable).	1. Copy of referral letters (or similar).		
9. There is a signed rehabilitation plan on file that is based on medical advice that includes: – Goals – Actions – Responsibilities for actions – Timeframes – Costs.	1. Medical certificates/reports, records of telephone conversations with medical provider (or similar). 2. Rehabilitation plan developed within six weeks of injury notification. 3. Rehabilitation plan/action plan developed within 14 days of injury notification. 4. Rehabilitation plan/action plan developed within seven days of injury notification.		
10. Evidence that the rehabilitation plan is developed and monitored "face-to-face".	1. Rehabilitation plan signed by those involved in its development. 2. File containing evidence of case conference meetings.		
11. Evidence that the opportunity for social rehabilitation support (eg. home help, childcare, transport) has been offered to the injured employee in the development of a rehabilitation plan.	1. File notes, signed rehabilitation plan, needs assessment (or similar).		
12. Consideration has been given to other rehabilitation intervention for non-progressive rehabilitation claims (where applicable).	1. Initiation of relevant occupational and medical assessments and medical case review, incorporated into rehabilitation plan (or similar).		

●	WX provides Full Support
◑	WX provides Partial Support
	WX provides no support
N/A	External to systems support

WORKLINX

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Critical Element Nineteen:
Case Studies (Interviews)

Details of Requirements:	Verified by:	Level of WX Support/ Comments	
1. The injury was reported and recorded in the injury register.	1. Interview with employee and manager or supervisor.	N/A	**External evidence from interviews**
2. The injury was investigated by designated staff and included input from the injured employee and the manager or supervisor.	1. Interview employee and manager to confirm involvement.		
3. Hazard management, injury prevention and training issues arising from the injury investigation were reported, action was taken and issues communicated to staff (where applicable).	1. Interview with employee, manager or supervisor and health and safety manager (or similar). 2. Evidence of feedback from the injury investigation into hazard management (where applicable).		
4. The employee was aware of the claims lodgement process or where to find information about the process.	1. Interview with employee. 2. Employee identification card (or similar).		
5. The employee was informed of acceptance of the claim for cover (including review rights) and entitlements were paid in a timely manner.	1. Interview with employee, manager and rehabilitation co-ordinator/case manager.		
6. Contact between the injured employee and the workplace was maintained throughout the period of incapacity and continued for the time while on alternative duties.	1. Interview with employee, manager and rehabilitation co-ordinator/case manager.		
7. Employee responsibilities to participate in the rehabilitation process were understood.	1. Interviews with employee, manager and rehabilitation co-ordinator/case manager.		
8. The employee was aware of the disputes management process and how to formally question a decision.	1. Interview with employee to confirm understanding.		
9. Social rehabilitation needs were assessed according to the needs of the injured employee.	1. Interview with employee, case manager.		
10. Consultative rehabilitation meeting(s) took place for the duration of incapacity.	1. Interviews with employee, manager, rehabilitation co-ordinator/case manager and employee representative (as appropriate).		
11. Inclusion of a support person was offered to the employee throughout the rehabilitation process.	1. Interviews with employee, manager and rehabilitation co-ordinator/case manager.		
12. Selected work within the medical restrictions was discussed, agreed on and documented in a signed rehabilitation plan.	1. Interviews with employee, manager and rehabilitation co-ordinator/case manager.		
13. Monitoring and review of the rehabilitation plan was agreed on and responsibilities were assigned.	1. Interviews with employee, manager and rehabilitation co-ordinator/case manager.		

● WX provides Full Support
◑ WX provides Partial Support
WX provides no support
N/A External to systems support