

**E.1.2 Natural Consequences Model reporting template (use in conjunction with applicant's responses in A.1.4)**

|             |       |
|-------------|-------|
| Applicant:: | Date: |
|-------------|-------|

| Performance Measures | How Measured<br><i>(including sample size)</i>   | Achievement for |           | Evaluation | Compliance | Notes |  |
|----------------------|--|-----------------|-----------|------------|------------|-------|--|
|                      |  | Level one       | Level two | Score      | Yes / No   |       |  |
| 1                    | Claims determination times and rates – The initial claim determination (accept or reject), is made within 10 working days of the claim receipt – excluding psychological and hearing loss claims.  |                 |           | 85%        | 90%        |       |  |
| 2                    | Where a 'time lost' claim determination has been delayed, the employer will (in all cases), consider the offer of interim payments to the injured worker, (in accordance with the employer's policy on interim benefits). Should interim benefits not be offered to an injured worker, then the reasons for the decision should be documented, (claim file notes). In the case of an offer being accepted, the worker will be informed of the employer's right to recover the interim payments at a later time should the claim be rejected. This will apply in appropriate cases where other forms of payment are not available to the worker or it is not contrary to the terms and conditions of a workplace Enterprise Bargaining Agreement, (should one exist). |                 |           | 90%        | 100%       |       |  |
| 3                    | Active time lost claims files (with time loss greater than 5 days) have comprehensive and up to date file notes.   |                 |           | 85%        | 90%        |       |  |
| 4                    | In all cases where a determination is made under the Act, ensure that the determinations are consistent with the relevant law, are in accordance with the self-insurer's instructions, policy, procedures and guidelines and are documented so as to allow for later scrutiny/substantiation.  |                 |           | 100%       | 100%       |       |  |
| 5                    | In cases where the worker's preferred language is not English (including deaf sign), ensure that professional  |                 |           | 90%        | 90%        |       |  |

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|----------------------|--|---|-----------------|-----------|------------|------------|-------|
|                      |  |   | Level one       | Level two | Score      | Yes / No   |       |
|                      | interpreting and translating services are offered during the injury management and rehabilitation processes.   |   |                 |           |            |            |       |
| 6                    | Once a determination of a claim is made, the employer is to inform the worker within 2 working days of the decision by letter to the workers home address or place of residence, including details of their relevant rights and responsibilities. If contact is unable to be made, a follow up letter is to be sent within 5 days.<br>All workers are provided with details of their rights and responsibilities when the initial determination of that claim is made, including details on how the worker may dispute the determination at the Workers' Compensation Tribunal.  |   | 90%             | 90%       |            |            |       |
| 7                    | Maintain the case files in such a way that all decisions and determinations are identifiable (including the name of the decision-maker and the date of the decision) and relevant supporting documents and notes can be located.<br><br><i>Note: Any decision made must be made by an employee of the self-insured employer and cannot be sub delegated to a third party. Files notes and/or letter of claim determination need to record the date of the decision and the name of the decision maker. In terms of relevant supporting documentation, it needs to be to the degree considered necessary to support the decision made and be included as part of the relevant claim file.</i> |   | 90%             | 100%      |            |            |       |
| 8(A)                 | Ensure that workers or their representatives are informed of proposed major decisions on claims and are allowed an opportunity to discuss them and have their views recorded on file before the decision is finalised wherever possible.   |   | 85%             | 90%       |            |            |       |
| 8(B)                 | Exceptions are noted through the inclusion of appropriate claim file notes:<br><br><i>Note: Major decision would include the following:<br/>A rejection of the claim.<br/>A reduction under Section 35 (2) (c)<br/>A Section 36 discontinuance or reduction in income maintenance</i>  |   | 90%             | 100%      |            |            |       |

| Performance Measures |  | How Measured<br>(including sample size) | Achievement for                    |                                    | Evaluation | Compliance | Notes |
|----------------------|--|---|------------------------------------|------------------------------------|------------|------------|-------|
|                      |  |   | Level one                          | Level two                          | Score      | Yes / No   |       |
|                      | <p>(excluding consent and RTW)<br/> NWE determination in respect of overtime, where overtime has been worked by the employee<br/> Section 38 (7) determination where the worker's determined entitlement does not reflect the worker's current work capacity.<br/> Section 38(6) determination to suspend income maintenance payments<br/> Redemption payment<br/> Lump sum payment<br/> Hearing loss determination</p>  |   |                                    |                                    |            |            |       |
| 9                    | Ensure that suitable appointees are available at the required times to carry out reconsiderations within the time allowed under section 91 of the WRCA   |   | 100%                               | 100%                               |            |            |       |
| 10                   | <p>Where the self-insurer becomes aware that a worker disputes a decision, initiate contact in an attempt to resolve the issue before the dispute is formalised in accordance with the agreed dispute resolution process, and or other agreement that may be in place.</p> <p><i>Note: Compliance with the measure would be satisfied through an inclusion in the case file of a file note that records the chronology of notification of dispute, contact with the worker and attempted or successful resolution.</i><br/> <i>Where the first notification of a formal dispute is made to the self-insurer by a solicitor or union, the legislative reconsideration process would then apply.</i></p> |   | 80%<br>within 2<br>working<br>days | 90%<br>within 2<br>working<br>days |            |            |       |
| 11                   | <p>In relation to injury management, employees are:</p> <ul style="list-style-type: none"> <li>• Provided at their induction, information/training on the employer's injury management policies, including advice on where incidents/injuries are reported and to whom, and details of where information can be obtained, and</li> <li>• Once a claim is lodged, provided with details of their rights and responsibilities.</li> </ul>  |   | 100%                               | 100%                               |            |            |       |

| Performance Measures |  | How Measured<br>(including sample size) | Achievement for |           | Evaluation | Compliance | Notes |
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|                      |  |   | Level one       | Level two | Score      | Yes / No   |       |
| 12                   | Workers are supported as a result of participation in an approved rehabilitation and return to work plan/program<br><br><i>Note: 'Supported' includes action such as: time off work to attend medical appointments, regular communication from their supervisor/manager, access to interim benefits, availability of current and up to date return to work plans.</i>                                    |   |                 |           |            |            |       |
| 13                   | Workers have access to and are provided early intervention rehabilitation services (in accordance with s26 (4) of the WRCA), where a claim determination has been delayed (i.e. after 10 working days of claim receipt), in accordance with the employer's delegation as an exempt employer  |   |                 |           |            |            |       |
| 14                   | The employer can demonstrate a consultative working relationship with employees and/or their representatives and unions.   |   |                 |           |            |            |       |
| 15                   | Review of accident, incident data and remedial action (where applicable) taken as a result – To be supplied via the RO report as a minimum.<br><br><i>Note: The reference to remedial action taken does not relate to specific incidents or occurrences. It relates to the remedial action taken by the employer in respect of responding to emerging issues as a result of data and trend analysis.</i> |   |                 |           |            |            |       |
| 16                   | Quality and frequency of electronic data transmissions in accordance with the 4 <sup>th</sup> schedule of the Act – To be reviewed as part of the evaluation process.  |   |                 |           |            |            |       |
| 17                   | Instances of under-reporting of claims – where known.<br><br>Examination of worker complaints lodged with WorkCover<br><br><i>Note: The under-reporting of claims will not be condoned and must be eliminated when known to have taken place.</i>  |   | zero            | zero      |            |            |       |
| 18                   | Failure to meet an order of the Workers Compensation Tribunal  |   | zero            | zero      |            |            |       |

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|                      |  |   | Level one       | Level two | Score      | Yes / No   |       |
| 19                   | 58B/C activity – no outstanding non compliance with 58B and or the level of activity within the last period of registration as an employer in terms of 58B/C matters. It is acknowledged that non compliance with s58B can be a contentious issue and may be under review at the time of evaluation. WorkCover will review the pattern of behaviour and compliance of the employer in relation to s58B/C where it is appropriate. Where a matter is currently under investigation it will be reported to the Board Committee but not materially affect the recommendation of WorkCover management in relation to ongoing registration as a self-insurer. |   |                 |           |            |            |       |

Level 3 Measures

| Performance Measures |   | How Measured | Evaluation | Compliance | Notes |
|----------------------|---|--------------|------------|------------|-------|
|                      |   |              | Score      | Yes / No   |       |
| 20                   | Injured workers are surveyed on an annual basis with the results communicated to the employees and included as part of the annual RO report to WorkCover.   |              |            |            |       |
| 21                   | A senior officer of the employer (with the appropriate delegations and authority), is appointed to monitor injury management activities and outcomes. The person appointed has received sufficient information and or training in the area of IM (related to SA legislation), to allow them to properly carry out their responsibilities  |              |            |            |       |
| 22                   | The OHS&W committee members have sufficient information and or training in injury management requirements to allow for active monitoring of injury management issues and outcomes.  |              |            |            |       |
| 23                   | The self-insured employer has developed an appropriate mechanism for the assessment and identification of alternative duties, (one example would be a job dictionary).  |              |            |            |       |
| 24                   | <p>The employer contributes to the industry and the State in demonstrable activity and exercise of influence, through activities such as:</p> <ul style="list-style-type: none"> <li>• Exercising supply chain pressure and influence to encourage those employers who provide goods and services to improve their performance in OHS&amp;W</li> <li>• Participation in Safe Community Leadership or similar</li> <li>• Safe design initiatives (e.g. equipment design)</li> <li>• Mentoring in SAFER Industries, SISA, industry groups or with other employers</li> <li>• Working with labour hire employers to improve return to work outcomes</li> </ul> |              |            |            |       |
| 25                   | The senior officer responsible for injury management, regularly review any complaints regarding injury management, decisions that are made regarding the  |              |            |            |       |

| Performance Measures | How Measured   | Evaluation | Compliance | Notes |  |
|----------------------|--|------------|------------|-------|--|
|                      |  | Score      | Yes / No   |       |  |
|                      | management of a claim and monitor any remedial action and associated timeframes and where there are issues that cannot be resolved, refer them to the RO (if not the same person). |            |            |       |  |