

Smart Apprenticeship Solutions

Workplace Incident / Accident Procedure

When a Workplace Incident / Accident Occurs...

All accidents / incidents must be reported to SAS within 24 hours – either by Australian Apprentice or by Host Employer.

EO to report injury to the relevant State WPH&S if [reportable incident](#) and advise Finance & Admin Team of incident and pending WorkCover claim. Finance & Admin Team enters notes into CRM and lodge claim with WorkCover if necessary.

EO needs to follow up by speaking to the Host, the Australian Apprentice and any other parties that can assist. Obtain details verbally and then check this information against what the Australian Apprentice indicates happened.

EO must go on-site and inspect where the accident occurred. EO must take detailed notes and photos regarding what was seen and take statements from Host, apprentice and all witnesses. If possible have them sign the **Workplace Incident Report**. Downloadable [here](#).

Finance & Admin Team – record completed form in apprentice CRM file.
Finance & Admin Team notifies Payroll of the day and time and details of the accident when the Australian Apprentice stopped work and the dates covered by the medical certificate. (See **Notes** below)

WorkCover confirmation / rejection received by Finance & Admin Team, update CRM with claim number and other relevant details of claim (such as excess amount). Copy of advice to be supplied to Payroll to action any pay requirements etc. Address as necessary regarding rehabilitation requirements.

EO to follow up regularly with apprentice / trainee until return to normal duties occurs.

Finance & Admin Team receives notification from WorkCover when claim is finalised and closed – to be recorded in CRM and Payroll to be advised.

IMPORTANT

If the following occurs: hospitalisation, serious head injury, serious eye injury, a serious burn, the separation of his or her skin from an underlying tissue (such as degloving or scalping), spinal injury, the loss of a bodily function, serious lacerations, medical treatment (treatment by a doctor) within 48 hours of exposure to a substance, the accident results in; amputation, death, or electrocution/ severe electric shock - **WPH&S QLD must be notified.**

Rehabilitation: If the Australian Apprentice returns to light or suitable duties and / or there is a long term injury, advise the SAS Rehabilitation Co-ordinator who works with the apprentice, Workcover and the doctors to set up a suitable return to work strategy.

Paperwork to be completed;

- [Incident Notification Report](#) needs to be completed by employer (SAS). WPH&S QLD may investigate the incident thoroughly and will probably inspect the worksite and interview SAS Staff, Hosts and the Australian Apprentice
- Australian Apprentice / SAS completes the [WorkCover Claim Form](#). Any related medical invoices / receipts (including those for medications, wound dressings etc.) and the **WorkCover Medical Certificate** must be provided to SAS to lodge with the claim

The WorkCover Claim Form is an online submission – please ensure you save a copy of submitted claim for apprentice / trainee file.

Continued over page...

Note:- WorkCover Pay Arrangements

- The Host pays up to, including the day of the incident, hours after this time will be paid by SAS / WorkCover.
- SAS pays Workcover Excess for 38hrs (Full Time employees)
- WorkCover pick up the wages from there.
- WorkCover will not pay until the paperwork has been processed and approved by them so there can be a delay in the payment.

Note:- Medical Certificate Instructions.

- The Australian Apprentice needs to follow the instructions on the **WorkCover Medical Certificate**.
- Therefore, if it says he / she must return to work on a particular day then he / she either needs to return to work or he / she needs to go to the doctor and get another WorkCover Medical Certificate covering them for the extra time.
- Also if he / she wishes to return to work before the medical certificate states then he / she must return to the doctor and get a new medical certificate clearing them for work.
- If he / she wishes to attend college he / she needs a medical certificate releasing them to attend college etc.